

# Asif Shaikh

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## Objective:

Dedicated and customer-focused individual with a passion for delivering outstanding service and promoting a welcoming shopping environment. Seeking a position as a **Retail Sales Associate** to utilize excellent communication skills and product knowledge to drive sales and enhance customer satisfaction.

## EDUCATION

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**Post Graduate Diploma**, Loyalist College, Belleville, ON **2021 – 2023**

- Awards: Entrance Scholarship of \$5000
- CGPA: 3.40
- Courses: local Area Networks (LANs), Wide Area Networks (WANs), Computer Workstations, and Peripheral Equipment, Nmap, Splunk, Wireshark, Burp Suite, Tableau, PowerBI, Operating systems, Microsoft Windows, Kali Linux, Cloud Service, Microsoft AZURE, Networking and System Administration, Network Security Control

**Bachelor of Computer Science**, Parul University, Gujarat, India **2016 – 2020**

- CGPA: 3.25
- Courses: SQL, Oracle, C, C++, Java, Python, VirtualBox, Jira, MS 365 Products, Service Now, SharePoint, Data Mining, Dashboards, Monitoring & Reporting.

## PROFESSIONAL EXPERIENCE

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**Tiggy Delivery Corp. , Customer Service Representative**, Toronto, ON **Dec 2021 - Aug 2022**

- Interacted with customers in a courteous and helpful manner, guiding them to locate products and providing information on weekly deals.
- Demonstrated a deep knowledge of the store layout and inventory, leading to improved customer satisfaction and reduced shopping time.
- Played a key role in ensuring store cleanliness by consistently organizing displays, sweeping the floor, and checking expiration dates on perishable items.
- Managed the checkout area during peak hours, processing purchases efficiently and minimizing customer wait times.
- Resolved customer concerns and complaints in a proactive and professional manner, contributing to a positive shopping experience.
- Trained new team members in customer service best practices and store operations, fostering a cohesive and skilled workforce.

**Nordstrom, Retail Sales Associate**, Toronto, ON **Feb 2023 - MAY 2023**

- Welcomed customers with a warm and friendly approach, building rapport and addressing inquiries about products.
- Maintained an in-depth understanding of the store's latest fashion trends, promotions, and upcoming collections.
- Collaborated with the visual merchandising team to create eye-catching displays, resulting in a 15% increase in sales during promotional events.
- Assisted in restocking merchandise, keeping the sales floor organized and ensuring customers always had access to popular items.
- Efficiently processed transactions using the point-of-sale system, accurately handling cash and credit transactions.
- Received recognition from management for consistently exceeding sales targets and providing exceptional customer service.

## Skills

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- Selling and customer service abilities
  - Strong communication and interpersonal skills
  - Proficient in using cash registers and point-of-sale systems

- Detail-oriented with an eye for maintaining store cleanliness and presentation
- Able to work effectively both independently and as part of a team
- Managed event marketing and promotional activities.

### **ADDITIONAL INFORMATION**

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- **Language** – English, Hindi.
- **Hobbies:** Soccer, Swimming, Yoga, Traveling, Reading