



# Tanishq Khandelwal

CUSTOMER SERVICE

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## Links

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## Languages

English (Fluent)

Hindi (Native)

## About

Experienced in customer service and sales, I excel in upselling, inventory management, and creating engaging displays. Adaptable to various retail environments, I'm committed to maintaining high satisfaction levels and seamless operations.

### BRANDS WORKED WITH

Underbelly - Skate West end

Subway

Shoppers Stop

Whiskey Samba

## Experience

### ● Ice Skating & Customer Service

Underbelly - Skate West end | Nov 2023 - Jan 2024

- Diligent Ice-Skating Marshal at Underbelly with a focus on ensuring a seamless ice-skating experience for customers.
- Proficient in maintaining the ice rink, assisting patrons, and managing crowds to uphold a safe and enjoyable environment. Demonstrated commitment to overall facility maintenance and contributing to the smooth operation of the rink.



### ● Customer Service Representative

Subway | Sep 2023 - Oct 2023

- Enhanced customer experience by promptly addressing inquiries and resolving complaints, resulting in a 15% increase in customer satisfaction scores.
- Implemented upselling techniques to promote additional products, increasing the average transaction value by 10% and boosting overall sales.
- Trained and mentored 5 new employees on food preparation, hygiene standards, and customer service protocols, leading to improved team productivity and service quality.



### ● Retail Consultant

Shoppers Stop | Jun 2022 - May 2023

- Provided personalized shopping assistance, leveraging in-depth product knowledge to help customers make informed purchasing decisions, resulting in a 20% increase in repeat visits.
- Managed inventory by conducting regular stock checks and restocking shelves, reducing stock discrepancies by 10% and ensuring product availability.
- Collaborated with the visual merchandising team to create engaging product displays, enhancing store aesthetics and driving sales.

### ● Bartender

Whiskey Samba | Jun 2021 - Apr 2022

- Prepared and served a wide range of cocktails and beverages, increasing daily sales by 20%, while managing bar inventory and reducing waste by 15% through efficient stock control and ordering processes.
- Trained and supervised 4 junior bartenders, improving team efficiency and customer service standards, and implemented customer feedback mechanisms, resulting in a 30% increase in overall customer satisfaction.

## Education & Training

2023 - 2024

### ● Coventry University

Master of Science,

2018 - 2021

### ● University of Delhi

Bachelor of Arts,

