



MOHD DANISH

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SUMMARY

Dedicated and customer-focused professional with a strong background in hospitality and service, eager to apply active listening, considerate communication, and interpersonal skills to enhance customer shopping experiences as a Retail Associate at your store. Skilled in delivering satisfaction through upselling, multitasking, and problem-solving, with knowledge of digital marketing and e-commerce to drive engagement and support brand growth.

WORK EXPERIENCE

Service Associate – Colocal Food and Beverage, [New Delhi]

Dec 2023 - Present

- Managed café computer operations and bakery **retail sales**.
- Welcomed guests as a **host** and supported the service team to ensure smooth operations.
- Delivered excellent **customer service**, maintaining professionalism and brand standards.

Sales Associate – Electronics Retail, [U.P]

- **Guided customers** in selecting and purchasing electronics, providing tailored recommendations.
- Consistently met sales targets through engaging product demonstrations and upselling techniques.
- **Maintained product displays** and **offered technical insights** to enhance the customer experience.

EDUCATION

UNIVERSITY OF DELHI

Bachelor of Art (Programme)
2018 - 2021

Google Digital Marketing & E-commerce Professional Certificate . Currently pursuing

- Foundations of Digital Marketing and E-commerce.
- Attract and Engage Customers with Digital Marketing.
- From Likes to Leads: Interact with Customers Online.
- Think Outside the Inbox: Email Marketing.
- Marketing Analytics and Measurement
- Build, Launch, and Manage E-commerce Stores.
- Develop Customer Loyalty Online.

AKSHARA THEATRE Participated in the AKSHARA THEATRE'S Diksha Hindi language Weekday Acting Workshop from May to August 2022.

SKILLS

- **Customer Service Skills.**
- **Sales and Upselling.**
- **Basic Computer knowledge.**
- **Teamwork and Collaboration.**
- **Multitasking and Time Management.**
- **Communication.**
- **Adaptability and Problem-Solving.**
- **Digital Marketing Knowledge**

LANGUAGES:

English, Hindi

ADDITIONAL INFORMATION

- Committed to creating a seamless and enjoyable customer journey by combining professionalism, empathy, and a passion for retail.
- Highly adaptable with a proven ability to thrive in fast-paced environments and embrace new challenges.
- Enthusiastic about contributing to sustainability and inclusivity, aligning with modern retail values.
- Flexible availability, including weekends and holidays, to meet business needs.
- Passionate about fashion trends and enhancing customer engagement through personalized recommendations.