





NEHA CHAURASIYA


Retail Trainee Associate

About Me

I'm Neha Chaurasiya, a BBA Retail Management graduate with 3 years at Tata Starbucks. I'm skilled in sales, leadership, and customer service, dedicated to exceptional in-store experiences in the retail industry.

 8076617302

 Nc7237@dseu.ac.in

 118,119 Sector-26, Phase-4,
Rohini North West Delhi-
110085

Language

- Hindi
- English

Expertise

- Management Skills
- Creativity
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership

Experience

Tata Starbucks Coffee House Customer Service Specialist 2021 - 2022

"As a Customer Service Specialist at Tata Starbucks, I addressed customer needs, resolved complaints, and ensured positive experiences. My effective communication and empathy led to exceeding expectations, fostering loyalty and satisfaction."

Sales 2022 - 2023

"As a cashier at Tata Starbucks, I managed transactions accurately, provided friendly service, and upheld high standards of integrity. Recognized for training, cleanliness, and maintaining a positive customer experience."

Team Leader 2023 - 2024

As a Team Leader at Tata Starbucks, I supervised and motivated a team to achieve targets, ensuring smooth operations and exceptional customer service. I facilitated training and upheld high standards, fostering a positive work environment.

Education

Delhi Skill and Entrepreneurship University BBA Retail management 2021 - 2024

Government girls Senior Secondary School HUMANITIES 10th and 12th 2015 - 2017

Skills Summary

| | |
|------------------|--------------------------------------------------------------------|
| Team leadership | <div style="width: 90%;"><div style="width: 90%;"></div></div> 90% |
| Customer service | <div style="width: 95%;"><div style="width: 95%;"></div></div> 95% |
| Sales | <div style="width: 95%;"><div style="width: 95%;"></div></div> 95% |