

Yash Joshi

Retail Sales Associate

YJ

Indore, India yash.joshi@example.com Fictional sample

01 Professional profile

Retail Sales Associate with an illustrative 11-year career focused on retail customer service and organised floor operations. Core strengths include Customer assistance, Product knowledge and POS operation. Selected examples describe the challenge, contribution and handover materials.

02 Professional experience

Jul 2022 – Present

Retail Sales Associate

Asterline Retail Group · Indore

Delivered defined workstreams in retail customer service and organised floor operations, coordinating reviewers and delivery partners.

- Created simple comparison notes using approved product information and common customer questions.
- Helped standardise opening checks and communicated replenishment needs to the supervisor.

Jul 2018 – Jun 2022

Retail Sales Associate

Northmere Retail Group · Indore

Built a scoped practice in retail customer service and organised floor operations, with a defined review process.

- Used customer assistance and stock checks on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workstream.

Jul 2015 – Jun 2018

Retail Associate

Cedarfield Retail Group · Indore

Built foundations through supported assignments, observation and practical feedback.

- Assisted with product knowledge and display upkeep, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

EXPERTISE

Core capabilities

Customer assistance

Product knowledge

POS operation

Stock checks

Display upkeep

Service follow-up

SELECTED WORK

Product guidance cards

Product guide and service notes

Floor readiness routine

Floor readiness checklist

LANGUAGES

English - professional working

Hindi - professional working

CAREER CONTEXT

11 years in this illustrative career.

Three appointments.

Full work examples on page 2.

03 Retail & commerce work

Understand the customer. Make the choice clearer.

WORK EXAMPLE 01 / ILLUSTRATIVE

Product guidance cards

Context

Customers found it difficult to compare similar items.

Contribution

Created simple comparison notes using approved product information and common customer questions.

Prepared for handover

Product guide and service notes

WORK EXAMPLE 02 / ILLUSTRATIVE

Floor readiness routine

Context

Stock and display gaps were discovered during customer conversations.

Contribution

Helped standardise opening checks and communicated replenishment needs to the supervisor.

Prepared for handover

Floor readiness checklist

04 Education

2013 – 2015

Diploma in Retail Customer Service

Asterbridge Institute of Professional Studies
Specialist study with a practice focus on customer assistance and product knowledge.

2009 – 2013

Bachelor-level study in the relevant discipline

Cedarhaven College of Applied Studies
Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024

Customer assistance - advanced practice workshop

Scenario exercises and peer review in retail customer service and organised floor operations.

2025

Stock checks - reflective practice seminar

Applied learning reviewed through a bounded example and a written reflection.

Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Work focus

Retail customer service and organised floor operations

Evidence status

Illustrative work descriptions; no source artefacts attached

Contribution scope

Owned the stated workstream, not all team outcomes

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.