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# Tushar Mehrotra

## BBA from University of the Fraser Valley

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### Summary

Customer Service specialist with a track record of achieving exceptional NPR% growth for a competitive store. Experienced in leading and facilitating group training with retail associates. Responsible for merchandising and managing multiple channels retail. Experienced in working in lean manufacturing environments with a dedicated focus on improving efficiency.

### Work Experience

#### Visual Merchandiser / Pepsico

July 2020 - January 2021 ( 8 months)

- Maximised customer interest and sales levels by displaying products appropriately
- Produced layout plans for stores and maintain store shelves and inventory
- Forecasted profits/sales and plan budgets
- Monitor store inventory based on sales and intake
- Optimize sales volume and profitability by identifying profitable lines and bestsellers
- Make recommendations for promotional strategies using sales and pricing data
- Work and communicate with buyers, suppliers, stores, and distributors

#### Customer Service Associate / Enterprise - Rent - A- Car

August 2018 - March 2020 ( 1.8yr )

- Developed a growth strategy focused both on financial gain and customer satisfaction
- Direct unresolved issues to a different department if needed
- Communicate and coordinate effectively with internal departments
- Provide customers with information on any open orders and invoices

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- Follow company processes accurately and efficiently, helping in maintaining the customer database.

### **On Campus Work Experience:**

**Volunteer Coordinator / University of the Fraser Valley (Serving Humanity)**

January 2017 - March 2018

### **EDUCATION**

**University of the Fraser Valley, Abbotsford - *Bachelors of Business Administration***

AUGUST 2016 - DECEMBER 2020