

Kantilal Darji

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Customer Service Representative

Highly detail oriented, enthusiastic and friendly personality with over 40 years greeting and caring for customers. Experience with general management of small to medium size retail establishments in a variety of industries. Possess a creative flair for fashion and photography. Technically savvy with retail point of sale equipment.

Professional Experience

2011–2012: Store Manager, Baba Cleaners – Nutley, New Jersey

Managed the day-to-day operations of a dry cleaning store.

- Opened and closed the store
- Greeted customers with enthusiasm and smiles
- Recommended cleaning service
- Managed and balanced point of sale equipment
- Maintenance and upkeep of the storefront

2005-2011: Cashier & Customer Service, Baba Pharmaceuticals – Lusaka, Zambia

Managed the day-to-day operation of a pharmacy.

- Opened and closed the store
- Maintained inventory and stock
- Managed pricing
- Managed and balanced point of sale equipment
- General maintenance and upkeep of the storefront

1996-2005: Store Manager, Cairo Chemist – Lusaka, Zambia

Served as a retail clerk in a pharmacy.

- Greeted customers with enthusiasm and smiles
- Purchased stock and managed pricing
- Recommended products based on customer ailments
- Managed and balanced point of sale equipment

“The goal as a company is to have customer service that is not just the best but legendary”

– Sam Walton

1974-1996: Designer, Moda Italiana – Livingstone, Zambia

Managed the creative and sales activities of a clothing manufacturing business.

- Created clothing designs for men, women, and children’s clothing
- Selected and purchased materials used in the manufacturing of clothing
- Managed the manufacturing processes required to transform material and patterns into clothing
- Drove sales of clothing throughout all of the major clothing retail outlets in Zambia

1971-1974: Designer & Customer Care, C.J. Current Shirt Factory – Livingstone, Zambia

Managed the day-to-day activities of a men’s dress shirt manufacturing operation.

- Designed men’s shirts and patterns
- Selected and purchased materials used in the manufacturing of men’s dress shirts
- Managed wholesale pricing and sales with major clothing retailers across Zambia

1968-1970: Photographer, Mistry’s Photo Studio – Kitwe, Zambia

Assisted in the general activities of a photography studio.

- Lead photography in the studio as well as on location
- Generalist in family portraits, weddings, church functions and graduations
- Processed film using the darkroom process

Education

High School Diploma – Hill Crest High School, Livingstone, Zambia

Automobile Mechanics & Repair – Livingstone Trade Institute, Livingstone, Zambia

Men’s Designing Certificate – Chicago Design Correspondence Course