# Valentina Chowdhury

*Senior Sales Associate*

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## Summary

Energetic and reliable professional with 11 years of experience in fast‑paced customer‑facing environments, inventory control, and documentation handling. Proven ability to manage cash, process orders, and coordinate deliveries while maintaining high accuracy and adhering to safety standards. Strong proficiency with Microsoft Office, point‑of‑sale (POS) systems, and basic warehouse tools. Holds a valid Class 2 driver’s licence and is actively pursuing a Class 1 licence and Dangerous Goods Awareness certification to support UPS air‑operations functions. Bilingual in English and Korean with a solid track record of teamwork, problem‑solving, and continuous learning.

## Experience

### Senior Sales Associate – Pharmacy & General Merchandise at GlobalMart

01 Mar 2018 – Present

Senior Sales Associate at GlobalMart in Seoul, South Korea from March 2018 – Present.

* Serve as the primary point of contact for customers in a high‑traffic store that includes a pharmacy counter, handling over 150 transactions daily.
* Accurately process prescriptions, verify insurance details, and maintain confidential records (no clinical duties performed).
* Manage cash drawer and POS system, consistently achieving a cash‑variance rate of < 0.2 % over 36 months.
* Conduct weekly inventory audits, identify discrepancies, and coordinate with suppliers to resolve stock‑out issues, reducing missing‑item incidents by 18 % year‑over‑year.
* Train new associates on documentation standards, POS procedures, and safety protocols (focused on operational basics, not regulatory compliance).
* Prepare daily sales reports and assist the store manager in compiling monthly performance metrics using Excel pivot tables.
* Implemented a streamlined receipt‑generation workflow that cut average checkout time from 4 minutes to 3 minutes, improving customer satisfaction scores from 82 % to 91 % (2022).

### Logistics Assistant at Hanwoo Import & Export Ltd.

01 Jul 2015 – 01 Feb 2018

Logistics Assistant at Hanwoo Import & Export Ltd. in Incheon, South Korea from July 2015 – February 2018.

* Supported the logistics team in processing import and export documentation, including commercial invoices, packing lists, and basic airway bills under supervisor guidance.
* Utilized the company’s ERP system to enter shipment data, track container status, and generate routine reports for customs clearance.
* Coordinated with freight forwarders and trucking partners to schedule pickups and deliveries, ensuring on‑time dispatch for 95 % of shipments.
* Handled warehouse receiving duties: unloaded pallets, performed spot‑checks, and updated inventory counts in Excel.
* Assisted in preparing weekly “Dangerous Goods” checklists (non‑hazardous items only) and maintained proper storage segregation.
* Reduced documentation turnaround time by 22 % through the creation of a standardized template library for import/export paperwork (2017).

### Customer Service Representative at BrightCell Mobile

01 Jan 2013 – 01 Jun 2015

Customer Service Representative at BrightCell Mobile in Busan, South Korea from January 2013 – June 2015.

* Responded to inbound queries regarding mobile plans, device troubleshooting, and billing, achieving an average first‑call resolution rate of 87 %.
* Processed payments, performed account updates, and maintained accurate records in the CRM platform.
* Conducted daily cash reconciliation and prepared end‑of‑day financial summaries.
* Collaborated with the sales team to cross‑sell accessories, contributing to a 12 % increase in accessory revenue during tenure.
* Recognized as “Employee of the Quarter” (Q3 2014) for exemplary customer satisfaction scores and teamwork.

### Retail Assistant at The Book Nook

01 Sep 2010 – 01 Dec 2012

Retail Assistant at The Book Nook in Daegu, South Korea from September 2010 – December 2012.

* Assisted customers with book selections, operated the POS system, and managed inventory restocking.
* Handled cash transactions and prepared weekly sales reports for the store manager.
* Participated in seasonal promotional events and organized in‑store displays.
* Took a 4‑month sabbatical (April 2013 – July 2013) to care for a family member and complete a short‑term certification in “Basic Office Administration.”

## Education & Training

### Bachelor, Business Administration

Korea University

– 01 Feb 2010

## Skills

Core Competencies

## Languages

### English | – Present

Fluent

### Korean | – Present

Native

## Certifications & Credentials

### Class 2 Driver’s Licence – Valid (Korea) | 2016-01-01

Korea

### Class 1 (Large Vehicle) Driver’s Licence – In Progress | 2025-04-01

Korea

### Dangerous Goods Awareness – Planned | 2025-07-01

Planned

### Microsoft Office Specialist (MOS) – Excel Associate | 2021-01-01

Online Training

### Customer Service Excellence Workshop, UPS Training Partner | 2020-01-01

UPS Training Partner

## Awards

### UPS “Customer Champion” Nominee | 2022-01-01

GlobalMart

UPS “Customer Champion” Nominee – Recognized internally at GlobalMart for dedication to service excellence (2022).

### Best Attendance Award | 2016-01-01

Hanwoo Import & Export Ltd.

Best Attendance Award – Hanwoo Import & Export Ltd., 2016 (100 % attendance).

## Interests

### Interests | – Present

* Aviation fundamentals
* Logistics trends
* Hiking
* Bilingual language exchange groups

## References

### Available upon request | – Present