

MANBIR SIDHU

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OBJECTIVE

To search for personal and professional fulfillment in the legal field to secure a position with a stable and profitable firm, where I can be a productive member of a team and utilize my legal, business, marketing, retail, and personal experience and knowledge to the fullest.

SKILLS

- Product demonstration skills for potential clients.
- Proficiency in G-Suite, and Microsoft Office
- Ability to work independently and in a team oriented environment
- Ability to work in a team setting and under pressure in a deadline driven environment
- Excellent presentation, oral and written communication skills
- Bilingual fluency in Punjabi and English
- Strong interpersonal skills, initiative, and adaptability

EDUCATION

CITY, UNIVERSITY OF LONDON

Bachelor of Laws (Hons.) (CLASS OF 2023)
Upper Class 2:1 NCA Qualification: Spring 2024

LONDON, UNITED KINGDOM

JOHN G. DIEFENBAKER HIGH SCHOOL

CALGARY, ALBERTA

High School Diploma (Class of 2010)

WORK EXPERIENCE

Google LLC/Premium Retail Services

Google Territory Manager/Chromebook Market Manager

CALGARY, ALBERTA
May 2018- AUGUST 2020

- Drives sales, increases category share, increases brand awareness, and influences market share and mindshare for the client in a tactical environment by building key critical relationships at the store level and up.
- Maintain current industry-specific detailed technical knowledge to provide one-on-one, small, and large group training and presentations on assigned products.
- Direct accountability for successfully on-boarding and orienting new team members.
- Serves as a mentor to peers. Facilitates peer training nationally and one-on-one.
- Serves as direct client contact on key products. Responsible for all aspects of client product support including training, sales support, merchandising and demonstration.
- Ensures product look and display is consistent with protocol, planogram compliance, samples working properly, overall appearance and above presentation standards of competitive products.
- Maintain effective business relationships at all levels with a team-based culture of inclusion.
- Point of contact and team management for representatives throughout the provinces of Alberta, Saskatchewan and Manitoba
- Plan, schedule and execute on major projects and client needs.

National Retail, Google Experience Manager

CALGARY, ALBERTA
October 2017 - May 2018

- Respond to customer concerns, troubleshooting, and training.
- Assist in achievement of store and department customer care and sales goals and objectives by consistently applying product knowledge.
- Provide an in-depth understanding of all Google products and services in the retail market, and relay that information to various sales representatives, customer service and retail employees.
- Build and maintain a rapport with management and employees while acting as the point of contact for big box retailers in Calgary, and Calgary region such as Best Buy, Staples, The Source, and Glentel.
- Provide direct feedback to Google and Alphabet corporations regarding brand presence, and brand awareness both for retail clients, management and consumers.
- Conduct presentations designed to assist with consumer sales, with a focus on sales techniques and troubleshooting tips and methods.
- Act as liaison, point of contact, and source of support for Google Promotion teams in Red Deer, Calgary, Kelowna and Winnipeg.
- Work to ensure promotion teams are building relationships with their store locations throughout western Canada, receiving

feedback from both themselves and their locations to work and improve on sales and rapport.

Google Retail Program; Team Lead

CALGARY, ALBERTA
October 2016 - October 2017

- Provide knowledge and support for any and all Google related products and services. Apply the same knowledge for customers, clients, and big box retail employees.
- Provide in depth understanding and insight of Google products and services in a presentation and training format.
- Leading events and presentations while utilizing tools such as Google Drive and Google Chromecast in a precise, easy to understand, open, and supportive environment.
- Work one on one with customers in order to provide training and support for each and every product or service provided from Google.
- Maintain rapport with Best Buy staff, and management.
- Provide management with information regarding brand presence awareness, both for retail clients and consumers.

Telecom, Google Experience Manager

CALGARY, ALBERTA
November 2015 - October 2016

- Respond to customer concerns, troubleshooting, and training.
- Assists in achievement of store and department customer care and sales goals and objectives by consistently applying product knowledge.
- Provide an in-depth understanding of all Google products and services in the retail market, and relay that information to various sales representatives, customer service and retail employees.
- Build and maintain a rapport with management and employees of big box retailers and carrier stores such as: Best Buy, Rogers, Bell, Telus and Wind.
- Provide direct feedback to Google and Alphabet corporations regarding brand presence, and brand awareness both for retail clients, management and consumers.
- Conduct presentations designed to assist with consumer sales, with a focus on sales techniques and troubleshooting tips and methods.

FIDO SOLUTIONS INC

Sales Representative / Assistant Manager

CALGARY, ALBERTA
August 2011 - November 2015

- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchange, and security practices.
- Maintain records related to sales.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Inventory stock and requisition new stock.
- Resolve customer complaints regarding sales and service.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, balancing cash drawers, and making deposits.