

**Career Objectives:**

To serv e any institution where I am associated with, by always giv ing 100% dedicated performance in order to be a successful employee in a competitive env ironment. I want my knowledge and experience to be shared as well as enriched, prov iding me to grow with the organizations profile.

**Key Skills**

* Customer Serv ice
* Sales and advising
* Promotions
* Working with Deadlines
* Reports Tracking
* Cash handling & Admin
* Phone & Email enquiries
* General shop duties
* Working as part of team

**Computer Skills:**

Microsoft Office

(Word, Excel, PowerPoint, Outlook etc..)

**Languages:**

Mother Tongue: Hindi

Fluent: English

Fluent: Nepali

**Experience**

5 years in retail and customer serv ice



**Suraj Basnet - Resume**

**Personal Information:**

Name: Suraj Basnet

Nationality: Indian

Gender: Male

Current Role: Retail Sales Supervisor/Customer Service

Email: Suraj\_basnet58@yahoo.com

Address: Bur Dubai, Dubai, United Arab Emirates

Date of Birth: 18th October 1989

Marital Status: Single

Passport Number Date of Issue: 02/01/2012 Date of Expiry: 01/01/2022

**Education & Qualifications:**

**School:** Baba Saheb Bhimrao Ambedkar Bihar University, India **Qualification:** First division, Bachelor of Commerce with account honors

**Year Graduated:** August 2011

**School:** Aim Track Institute, Nepal

**Qualification:** Diploma in Graphic Design

**Year Graduated:** January 2010

**School:** Numa computer institute, Nepal

**Qualification:** Diploma in Accounting Package

**Year Graduated:** October 2008

**School:** S.L.K College, Sitamarahi, India

**Qualification:** First Division, School Leaving Certificate, India.

**Year Graduated:** May 2008

**Employment History**

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| **Company:** | Al Maya Group, UAE |
| **Duration:** | 09.2014 – 06.2015 |
| **Position:** | Retail Sales Supervisor |
| **Duties:** | -Manage retail staff, including cashiers and people working on the floor. |
|  | -Meet financial objectives by preparing an annual budget; scheduling expenditures; analysing |
|  | variances; initiating corrective actions. |
|  | -Formulate pricing policies, work on store displays, and ensure pricing is correct. |
|  | -Attend trade shows to identify new products and services. |
|  | -Coach, counsel, train, and discipline employees. |
|  | -Evaluate on-the-job performance. |
|  | -Identify current and future trends that appeal to consumers. |
|  | -Ensure merchandise is clean and ready to be displayed. |
|  | -Maintain inventory and ensure items are in stock. |
|  | -Ensure promotions are accurate and merchandised to the company’s standards. |
|  | -Utilize information technology to record sales figures, for data analysis and forward planning. |
|  | -Maintain store's cleanliness and health and safety measures. |
|  | -Organize and distribute staff schedules, help retail sales staff achieve sales targets. |
|  | -Handle customer questions, complaints, and issues. |
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| **Company:** | Al Maya Group, UAE |
| **Duration:** | 06.2013 – 09.2014 |
| **Position:** | Customer Service Representative and Retail Advisor |
| **Duties:** | - Resolving customer product or service issues |
|  | - Investigating customer complaints and ensuring grievance resolution. |
|  | - Recommending potential products or services to buyers and management data collection. |
|  | - Preparing product or service reports by collecting and analyzing customer information. |
|  | - Recording of customer interactions and keeping records of inquiries and complaints. |
|  | - Organizing workflow to meet customer and management deadlines. |
|  | - Ensuring and providing quality service to both internal and external customers . |
|  | - Participating as a key team player by supporting operations as needed. |
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| **Company:** | Darjeeling Mall, India |
| **Duration:** | 07.2012 – 03.2013 |
| **Position:** | Sales Executive |
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| **Duties:** | -Supervising the import of materials for marketing. |
|  | -Executing marketing events, marketing trade shows, customer communications, promotions, |
|  | several marketing plans and public relations. |
|  | -Developing proposals, sales scripts and standardized presentations. |
|  | -Corporate Level of Communications with principal company and customers . |
|  | -Setting Yearly and Monthly targets for own division. |
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| **Company:** | Family Mart Shopping Complex, Nepal. |
| **Duration:** | 05.2010 – 06.2012 |
| **Position:** | Sales Associate and Cashier |
| **Duties:** | - Attending to customer needs and product selling |
|  | - Managing display |
|  | - Explaining products to customers |
|  | - Informing management efficiently on operational and customer related matters. |
|  | - Informing customers about daily specials. |
|  | - Management of in store marketing material |
|  | - Collect payment from the customers. |
|  | - Maintaining hygiene cleaning standards in service areas |
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**Personal Statement**

I am seeking a position that satisfies my enthusiasm for retail and customer service whilst also providing a unique career and learning opportunity. I am keen to work with a business which matches my ambition and drive to succeed, in a results driven environment.

As a person I pride myself on having a strong work ethic and leading by example. I am efficient, sincere, and hardworking, understanding and respecting the pressures of the retail industry. I have strong communication skills, being fluent in 3 languages as well as advanced listening skills gaining from operating in customer focused roles for the last 5 years. I value the concept of good customer service and aspire to always ensure my clients are left with complete satisfaction in their shopping experience.

I have proven in my current and previous roles that I am dedicated and always willing to go beyond the call of duty. I have developed very strong and successful working relationships with clients through my friendly, flexible and professional approach to work. I am compassionate to both customer and my colleague’s needs, and always putting others before myself.

My hope is to find a role within a company that can harness my skills, realize my potential, and provide the next step in my career.

**References**

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| **Name** –Mohammed Shiraaz Ali | **Name** –Andrew Carr |
| **Address** - Dubai, United Arab Emirates | **Address** –Dubai, United Arab Emirates |
| **Email Address** - Mohd**\_**shirazz@yahoo.com | **Email Address** –Andrew .Carr@live.com |
| **Relationship** - Store Manager | **Relationship** –Retail Manager |
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I hereby certify that the above information are true and correct to the best of my knowledge and belief. I appreciate your kind attention to this and hope to hear from you soon.

Thanking you for your consideration.

Yours sincerely,

**Suraj Basnet**