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***OBJECTIVE***

I intend to pursue a challenging career with an organization which gives me an opportunity to leverage conceptual and optimize the experience skill that I have gain during my previous tenure. To be optimistic and to enhance the good will of the organization and personal growth.

***PERSONAL PROFILE***

6++ years of extensive experience in Customer Service, Sales executive, Administrative Telecommunication Consulting Experience, Knowledge in Windows Environment, MS Office 2007(Word, Excel and Internet Application)

Presentation, Organization and Negotiation Skills

Smart, fast learner, customer focused and stable under pressure.

Fluency in oral and written English communication skills

Pro-active, hard working, flexible, team player, self reliant and efficient minded with an eye for innovation and productivity;

I consider myself to be a highly motivated person, exceptional customer service skill, honest and sincere. Willing to take up challenges in a competitive environment, hard working and self confident.Ability to work under pressure.A positive and committed approach towards my responsibilities.

**ACADEMIC QUALIFICATION**

**Intermediate of Commerce**

Pashupati Multiple College, Nepal

**PROFESSIONAL TRAININGS & COURSES**

Office Automation Computer Course

Customer Service and Hospitality Trainings

Computer and Telephone Skills Course

Basic Food and Hygiene

Motivation

**LANGUAGE KNOWN**

English, Arabic, Hindi, Urdu and Nepali

**PERSONAL PARTICULARS**

Gender : Female

Date Of Birth : August13, 1982

**WORK EXPERIENCES**

Company Name : DUBAI INTERNATIONAL FINANCIAL CENTRE (DIFC)

Designation : Costumer Service Executive Cum Admin ( 27-04-2010 to 27-04-2013)

**Job description**:

To handle front office duty including check-in and check-out of guests

To handle complaints and feedback from guests

To upkeep a high service standard and smooth operation

Positive work attitude and team player

Good Communication and Public relation skills

To attend all the Customers with warm Welcome

Always maintain 5-star Quality of Customer Service & Hospitality and worked on the training of New Staffs

Company Name : BIG BAZZAR SILIGURI WEST BENGOL, INDIA

Designation : Customer Service Executive cum Admin Assistant (01-03-2007 to 31-07-2009)

**Job description :**

To treat all customers as a “GUEST”

Wants to delight customers, above and beyond the call of duty

Good communication and public relations skills

Receiving and Making Calls

Maintain a data base of all Customers & Suppliers and coordinating with them

Filling the Documents

Company Name : BHAT BHATENI SUPERMARKET KATHMANDU, NEPAL

Designation : Sales Customer Service Executive (05-03-2001 – 31-03-2004)

**Job description :**

To meet and greet all visiting customers in Branch

Wants to delight customers, above and beyond the call of duty

Has intimate knowledge of the customer’s needs

Has empathy for the customer’s situations

Is able to communicate clearly, both written and in speech

Talks in a way the customer can understand

Has a “thick skin” and is able to handle complaints, even when handling unpleasant customers

Works accurate and with eye for details

Handles in the best interest of both customer and company

Is able to us automated information system to analyze the customer’s situations

Is able to suggest improvements to the various communications by the company

Has a pleasant, friendly style

Is willing to build a long term relationship with the customer

**My experiences gives me the confidence and if given an opportunity, I will go an extra mile to prove to my superiors my capabilities, which would be underlined with my sincere and dedicated efforts.**