**SHREE**

[**SHREE.278291@2freemail.com**](mailto:SHREE.278291@2freemail.com)

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| **Objective :** |

**I am looking forward to occupying a responsible position in a suitable environment that would lead to the fulfillment of both corporate and personal achievements. Interested in facing new challenges and new ventures where my knowledge, skill and environment together can contribute to better services.**

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| **Personal Skill :** |

* **Confident/Professionally having more than 10 year experience. in u.a.e.**
* **Ability to work under pressure.**
* **Efficiency in interaction with people.**
* **Motivated & Hard working.**
* **Excellence Customer services skills.**
* **Good Communication skills.**
* **Ability to maintain confidentiality of work.**

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| **Personal Data :** |

* **Nationality : Nepal.**
* **Date of Birth : 23 september 1982.**
* **Gender : male**.
* **Marital Status : married.**
* **Languages Known : English, Hindi, and Nepali**
* **Visa Status : Residence visa end of contract**

**1st April 2016.**

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| **Educational Qualification :** |

* **B.B.S.** from **SARASWRATI CAMPUS, LAICH0UR KATHMANDU** year 2004.
* **I.com from** **VIJAYA MEMORIAL H.S, SCHOOL Dilli Bazar, Kathmandu** Nepal year 2001.
* **S.L.C.Janata Secondary School** Khudnabari- 6Jhapa Nepal 2000.

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| **Computer knowledge :** |

* **Diploma in computer i.e.**
* **M/s office package**
* **Introduction to WINDOWS, Office package (MS-Word, Ms-Excel, MS-PowerPoint, MS-Publisher), PDF and other files, CDs and DVDs, Internet Concept, Hardware Concept.**

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| **Experience profile :** |

**Worked as a Shift Supervisor in Starbucks Coffee Company Br. of M.H Al Shaya Co.L.LC.Dubai Airports Terminal-3 from Dec.2010 to 5th March 2016.**

**Duty and Job Responsibilities:-**

* **Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.**
* **Promote the company’s image and product by providing efficient service to customer**
* **Follows Company operational policies and procedures, including those for cash handling and safety and security, to ensure the safety during each shift**
* **Assist the store manager in running the day to day operations of the business**
* **Deploy partners so that they are in the right place at the right time to better help serve our customers.**
* **Count the money in cash drawars at the beginning of of shifts to**

**ensure that Amount are correct.**

* **Help to manage inventory so that we have the right product in the right place at the right time to better serve our customer**
* **Assist store Manager in Completing Self QASA Audits,and Completion of deep cleaning Task.**

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| **Company :- Tuleila Heat Insulation Ltd. U.A.E.** |

**Duration: - June 15th 2005 to 15th May 15th .2009.**

**Position:-Store Assistant/Admin Assistant**

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| **Experience profile :** |

* **Ensure each customer receives outstanding service by mystery shop standards**
* **Maintain awareness of all promotions and advertisements.**
* **Execute the daily operational, day-to-day goals and priorities assigned by store management**
* **Uphold merchandising and store cleanliness standards & safety issue**
* **Participate in the processing of new shipments and help the team to keep them & Receiving & back stock area clean and organized.**
* **Supplies management with oral and written reports on customer needs, problems,**
* **Receiving All material from Supplier and order as per company needs.**
* **Check all stock items and end of the month doing the Inventory as per company standard.**
* **Assist to P.R.O. in all Paper work including New visa Issue or cancellation etc.**
* **Collect the payment from Party and Deposit to the Bank.**

**Work Experience in Nepal:**

**Himalaya marketing & Distribution company pvt.Ltd.**

**Position: -Sales Representative from July 2002 to May 2004**

**Job Responsibility:-**

* **Attending customers and providing excellent customer service**
* **Gathering as much positive information as possible about the goods being sold.**
* **Answering customer questions in a professional way.**
* **Travelling long distances to meet clients at a location of their choice.**
* **Taking orders for products or services and then filling in the necessary paperwork.**
* **Ensuring a quick turnaround of enquiries and the delivery of services.**
* **Remote selling by telephone or email**

**ADITIONAL TRAINING:-**

* **Food & Hygiene Training Approved by Dubai Municipality**
* **On-Job coaching(telephone-Operator-Barista-Trainer**
* **Cashier/Waiter**