**First Name of Application CV No 1681632**

Whatsapp Mobile: +971504753686



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**Objectives:** To have responsibility in a dynamic organization where I may enhance and practice the knowledge and skills I acquire, and to utilize the opportunity given to me for my personal advancement while making an indisputable contribution towards the growth of the organization.

 **Work Experiences:**

**Sales Assistant (BIG BAZAAR, DARJEELING) Dec 2010 TO Aug 2011 (Handling Men’s Section Formals and Casuals) Total Team Size 50-60**

• Greets and welcomes all customers entering the store

• Assist customers in locating merchandise, develops strong product information knowledge about the products

• Stocks shelves and furniture with merchandising as per merchandising rules

• Executes all steps of successful customer profile creation

• Ensures complete and infallible follow through of all customer’s requests, answering customer’s queries

• Executes tasks as assigned during stock control activities as per company’s rules

• Immediately reports discrepancies and problems to store manager

• Participates in the ongoing daily operational activities of the store as requested by the store manager

**Worked as Guest Relation Coordinator with CRM (Customer Relationship Management) Viviana by Taj Bangalore India (September 2011-January 2014)**

**JOB RESPONSIBILITIES:**

* Providing personalized service to the customer at all times and exceeding their expectations. Setting an example to the team and emphasizing on the customer service standards expected by practicing / demonstrating it on daily basis to encourage and uphold the service culture.
* Creating and maintaining a good contact with the customers.
* Proving excellent customer service.
* Greeting and assisting the customers.
* Handling customer complains.
* Maintaining good professional relation with all the other staffs.

**WAS HANDLING FAMILY BUSINESS FROM FEB 2014 TO OCT 2014**

**WORKED AS GUEST RELATION SUPERVISOR IN VIVANTA BY TAJ EXOTICA GOA from Dec 2014 to June 2015**

* **Handling Reception, Handling complaints**
* **Making reports**
* **Taking care of staffs and observing their day to day performance and reviewing on weekly basis and informing Manager**
* **Tracking customer’s feedbacks**

**Reason Behind Leaving the Job Due to Family Issue Very Personal**

**Currently unemployed from 2015 till date and available immediately for job**

**Skills:**

* **Professionalism**
* **Reception Handling and cash with Shawman POS**
* **Customer Service**
* **Reports making, Capturing CFS**
* **Team Player, Team management**
* **Communication**
* **Work under pressure**
* **Handling Different kind of customer**
* **Observing**
* **Hygiene**
* **Retailing, Merchandising Product Inventory.**
* **Promoting Products to customer in various ways.**
* **Stock take, Receiving products.**

 **Strength:**

* **Good communication skills.**
* **Has the ability to complete a given task.**
* **Gifted with a good and pleasant personality.**
* **Understands the importance of punctuality.**
* **Is motivated and energetic. Willing to work in a multi-national environment.**
* **Is young and dynamic.**
* **Ability to learn quickly.**
* **Can adapt changes.**
* **Convincing, polite and good approach.**

 **Educational Qualification:**

* CST DARJEELING AISSCE 2008
* CST DARJEELING CBSE 2006

 **Personal information:**

 **Gender:** Male

 **Marital Status:** Single

 **Date of Birth:** 21-08-1988

 **Nationality:** Indian

 **Airport Road, Abu Dhabi**

**Hobbies:**

Playing Games Particularly Snooker, keen to learn new thing, Listening music, Passionate about watches **Languages:**

 **English:** Writing, Reading, Speaking

 **Tibetan:** Writing, Reading, Speaking

 **Hindi:** Writing, Reading, Speaking

 **Nepali:** Speaking

**REFERENCES-** Available on request

I certify to my best knowledge and belief that the above mentioned information is correct. I understand at any willful miss statement described here can lead to the dismissal of my application