Dear Sir/Madam  
Good day!

It is with great interest that I am applying for a job at your company. Through my different work experiences in the retail industry, I have developed the business sharpness and leadership acumen which will help me achieving your sales targets effectively.

I have been trained to create and execute business development plans and strategies in order to promote cross business line growth. Possessing a strong commitment to achieve long-term goals of the organization, I realize the need to work in a profound manner especially planning and directing the day-to-day operations of the retail store.

Furthermore, I have a proven ability to build up innovative strategies to improve customer service, drive store sales, and maximize profitability. I have a proven track record of ensuring customer requirements are met, complaints are resolved effectively, and service is provided in a speedy and efficient manner. Also my work at **Coffee, UAE** has given me the strong expertise in forecasting staffing needs and developing strategies to provide most favorable staffing in all areas.

Right now I want to work for a reputable and exciting company like yours where there will be a big stage for my talents. Therefore I would welcome the chance of an interview, where we would be able to discuss in greater detail the value and strength I can bring to your already successful company.

Thank you for your time and consideration.

Sincerely,

|  |  |
| --- | --- |
| **_DSC0114   7149.jpg PERSONAL DETAILS**  *Visa Status: Employment Until 2017 Jan.*  *D.O.B. : Sep 03 1991*  *Nationality: Nepalese*  **AREAS OF EXPERTISE**  *Management procedures*  *Controlling budget*  *Business improvement*  *Employee relations*  *Customer satisfaction*  *Complain facing*  *Quick learner*  *Challenge acceptable*  *Clear and confident manner*  *Self motivated*  **TRAINING AND CERTIFICATES**  *PIC level 3*  *Complaint handling*  *Hygiene and sanitation*  *Safety and precautions* | New_logo  Contact HR Consultant for CV No: 2042238  E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)  Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  ***‘An energetic and competent professional in food and management service.’***  **PERSONAL SUMMARY**  A capable, results orientated multi unit manager with experience of leading high performance teams and of successfully increasing efficiency and productivity whilst reducing costs and inefficiencies. Ability to keep a level head at all times, nurtures and grow a business, evaluate opportunities and risks and also deliver innovative new solutions to challenges. Possessing excellent client facing and configuration skills and highly successful in helping define company direction, achieving goals and optimizing business.  Currently looking for a suitable managerial position with an ambitious company.  **ACADEMIC CREDENTIALS**  *Bachelor Degree* Commerce (2009 July – 2012 may)  Tribhuwan University, Kathmandu Nepal  *Intermediate* Commerce (2007 June – 2009 may)  Padmodaya College, Dang Nepal  *Matrix*  Math and Accounting (2005 march – 2007 Feb.)  Batsyayan School, Dang Nepal  **EMPLOYMENT HISTORY**  **Coffee’** ***Store Manager*** *Dubai, United Arab Emirates 2015 Feb – Till Date*  - Managing and motivating teams to increase sales along with controlling cost. - Keeping track of stock and ordering. - Organizing sales promotions. - Dealing with queries, complaints and feedback from customers. - Analyzing sales figures and forecasting future sales. - Providing reports to senior company executives.  ***Cafe and Restaurant*** ***Store Manager*** *Dubai, United Arab Emirates 2014 July – 2014 Dec*  -Look over the whole functioning of store regarding sales, stock, inventory, wastage and customer service along with being updated with senior executives.  ***Java Coffee’*** ***Multi Unit Supervisor*** (*Three outlets)*  *Kathmandu, Nepal* *2014 January – 2014 May*  - Driving team performance to maximize sales and profitability. - Maintaining and increasing standards of customer service. - Controlling the training and development of the staff.  - Dealing with each outlet problems.  - Maintaining awareness of market trends and monitoring competitors. - Organize the sales promotion in each store. - Proper checking of the outlets for its better successes.  ***‘Himalayan Java Coffee***’ ***Store Supervisor***  *Kathmandu, Nepal* *2012 June – 2014 January* |

|  |  |
| --- | --- |
| *Performance under pressure*  *Career development*  *Customer Service*  *Better team work*  **ACHIEVEMENTS**  *District poetry awards 2013 issued*  *by District Literature Association*  *Dang Nepal.*  *Manager of the month for September 2015 at Gloria Jean’s Coffee Dubai.*  **HOBBIES**  *Reading non-fiction books*  *Playing chess and cricket*  *Solving the puzzle*  *Socializing with family and friends*  **LANGUAGE KNOWN**  *English both oral and verbal*  *Hindi both oral and verbal*  *Nepali both oral and verbal*  **COMPUTER KNOWLEDGE**  *Microsoft office*  *Windows XP*  *Internet application*  **ACCOUNT KNOWLEDGE**  *Better knowledge of*  *(Profit and loss account)*  *Financial Statement*  *Accounting system* | -Formulate the plans and implement them among the team for smooth operation of outlet.  -Training staffs to be the perfect customer server in order to increase the sale.  -Proper checking and ordering of stock. -Controlling of food cost and wastage. -Overall observation of outlet and be up-to-date with seniors executives.  ***‘City Plaza Hotel (3 Star)’*** ***In charge (Coffee Shop Depart.)*** *Dang, Nepal* *2009 Dec – 2012 Jan*  -Creating of team work environment for well customer satisfaction. -Preparing the sift basis schedule for the staffs. -Training the staffs and enhance them for the up selling. -Well managing of stocks and daily inventory.  -Up-to-date with manager and other senior company executives regarding daily reports.  ***‘City Plaza Hotel (3 Star’)***  ***Barista and Waiter*** *Dang, Nepal* ***2008 Feb – 2009 Dec***  -Greeting to the customer and managed the proper table for the customer. -Taking orders from customer including up selling. -Preparing orders by following standard within 2 minutes  -Serving orders to the customer in proper manner. -cleaning the barista station and maintain proper hygiene while handling the food. -Handle the customer complaints regarding food and beverage.  ***‘Sky Shoes Industry’***  ***Marketer/Salesman (part Time)*** *Dang, Nepal* ***2007 Jan – 2008 Jan***  -Managing customer relationships. -Co-ordinating company representation at relevant conferences and exhibitions. -Making sales calls and handling enquiries from potential customers. -Campaign tracking, measurement, evaluation and reporting on all activity. -Dealing with customer regarding the quality, warranty and other information of the products.  **KEY SKILLS AND COMPETENCIES**  -Excellent hands on management & communications skills. - Able to communicate and present confidently, clearly and expressively. -Accustomed to working with senior management.  -Able to think laterally to create options and solutions.  -Skilled negotiator, with proven experience in a commercial environment.  **REFERENCES**  *Available on request* |