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**ARFAN**

**ARFAN.359339@2freemail.com**

**OBJECTIVE**

Seeking a good career and holding a responsible position in the reputed organization and ensure credible performance to work towards exceeding the set goals contributes for the organization.

**PROFILES**

* I am a driven motivated team player with hard working, can do attitude and a passion for delivering excellent customer service.
* Pro-actively manage customer satisfaction in order to achieve 100% satisfaction.
* Enthusiastic, energetic always work with positive frame of mind to maximize my potential.
* Good Interpersonal and communication skills, excellent writing and customer service skills.
* Excellent problem solving and organization skills.
* Ability to work with tight deadlines.
* Career oriented, sincere and loyal to my work.

**EDUCATIONAL ATTAINMENT**

* Intermediate (10+2) from Trinity International school, Nepal

**COMPUTER SKILLS**

* Basic knowledge of Computer Application
* Basic Knowledge of Internet
* Basic knowledge of ms excel

**WORK EXPERIENCE**

* Worked as a salesman and cashier at world trade Center,Kathmandu,Nepal for 2 years

**JOBS & KEY RESPONSIBILITIES**

• Welcome customers with a smile as they enter into premises
• Proactively ask customer how they can be assisted
• Provide customers with product information that they need
• Escort customers to the correct aisles
• Explain product features and warranty agreements
• Demonstrate the working of a product when required
• Provide information on daily deals and promotions
• Ensure that all products are well stocked and are easy to reach7
• Assist customers by taking down products that may not be easy to reach
• Provide information regarding each product and any discount offers associated with it
• Make sure that work area and aisles are clean and shelves are dusted properly
• Respond to customers’ requests and concerns in a resourceful manner
• Handle cashier duties by taking cash or credit cards in exchange of goods sold
• Manage product returns and exchanges
• Ensure that all purchased items are delivered to the customers in a prompt manner
• Reserve products for online orders
• Discourage shoplifting activities by constantly keeping a vigilant eye
• Arrange products on shelves in a tidy manner
• Pick and pack orders for shipping purposes
• Order out of stock items in a timely manner

**PERSONAL DETAILS**

Date of Birth : 31/05/1998

Nationality : Nepal

Gender : Male

Marital Status : Single

Languages Known : English. Hindi & Nepali

**PAS**

**DECLARATION**

I hereby declare that the particulars furnished above are true to the best of my Knowledge and belief