## **C:\Users\Reena\Desktop\pic reena.jpg**

## **REENA**

**STATUS: EMPLOYMENT VISA**

[**REENA.361788@2freemail.com**](mailto:REENA.361788@2freemail.com)

### OBJECTIVE

To obtain the position of……………………….where my education, experience and skills are valued and can benefit the organization.

**WORK EXPERIENCE**

**Customer Service/Clerk/After Sale**

June 2016- March 2017

**MAJID AL FUTTAIM (CARREFOUR)**

**DUBAI, UAE**

**Job & Responsibilities**

* Effectively manage a large amount of incoming calls.
* Identify and assess customer need to achieve satisfaction.
* Provide accurate, valid and complete information by using the right method/tools
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Keep records of customer interaction, process customer accounts and file documents.
* Assist with placement of orders, refunds or exchange.
* Follow communication procedures, guidelines and policies.

**CASHIER**

September 2014-May 2016

**MAJID AL FUTTAIM (CARREFOUR)**

**DUBAI, UAE**

**Job & Responsibilities**

* Greet customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct.
* Receive payment by cash, credit cards and vouchers.
* Assist customers by providing information and resolving their complaints.
* Identify prices of items with price scanners.
* Answer customer’s questions, and provide information as per the company policies.
* Calculate total payments received during a time period,
* Sort, count, and wrap currency and coins.

Compute and record totals of transactions.

**Achievements**

* 3rd Best Cashier-March 2015
* 1st Best Cashier-May 2015
* 3rd Best Cashier-September 2015

**A/c Assistant cum Front desk Officer**

September 2012-2014-August

**JANAKI TECHNOLOGY PVT LTD (SPARROW SMS)**

**KATHMANDU, NEPAL**

**OFFICE Assistant cum Cashier**

March 2008-2011

**Aginmatha Saving and Credit Co-operative.**

**Kathmandu,Nepal**

**Telemarketing**

May 2007-2008

**Arena Multi-Media**

**Kathmandu,Nepal**

**EDUCATION**

**CITIZEN INTEGRATED COLLEGE**

Bachelor in Business Studies

**PERSONAL DATA**

|  |  |  |
| --- | --- | --- |
| DATE OF BIRTH | : | 14th June 1989 |
| GENDER | : | Female |
| MARITAL STATUS | : | Single |
| NATIONALITY | : | Nepalese |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**LANGUAGES:** Fluency in English/Nepali/Hindi/Newari (Speak, Read, Write)

**Skills**

* Very careful to details
* Good organizing skills
* Excellent ability to work with numbers
* Excellent time management skills.
* Resourceful in the completion of projects, effective at multi-tasking
* Ability to Handle administrative functions and complete projects
* Proficient with computer literate such as Microsoft word, Microsoft Excel and Internet
* Flexible
* Acceptance
* Responsible for other duties assigned.

**Reference**: Will be furnished on request

**Declaration**: I declare the above facts given by me are true to the best of my knowledge and belief.