**Curriculum Vitae**

**ARPANA**

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Contact No. : C/o 971502360357

Deira,Dubai

**Objectives:**

Seeking a challenging career with a dynamic organization that would help me cultivate and nurture my skills to the fullest with an opportunity to display my talent and become an asset to the organization.

**Academic Qualification:**

* Passed Graduation from North Bengal University in the year 2005
* Passed Higher Secondary from BIEC in the year 2001
* Passed C.B.S.E Board from Patna in the year 1999

**Working Experience:**

* **Company : Unique market, Big Bazar, Silliguri, India**

**Position : Sales girl cum Customer Care**

**Place and Year : India 2006**

**Job Responsibility :**

* Identifying Sales, non- sales, discounted and free department items.
* Pouching of documents at the end of the shift such as deleted/suspended transaction,
* Fully redeemed gift cheque,and sales return vouchers.
* Accept costumer payment, process credit card charges and make change ( if applicable )
* Promote excellent service to the costumer by satisfying them according to what they want
* And need.
* Maximize sales by generating good costumer relation ensuring that the costumer receive all the necessary help and advice.
* Handles costumers complain properly with always in mind that costumer is always right.
* Ensure proper presentation and develop a sound knowledge of the products.
* Follow administrative procedures and company policies to maximize efficiency.
* Any other duties assigned by Shop Supervisor/Manager.
* Processing of Guest Order billing.
* Processing of Home Delivery biling.

Personal Strength :

* Strong inter personal organizational skill.
* Sincerity towards jobs and punctuality.
* Able cope under pressure.
* Very meticulous and versatile.
* Excellent communication skill.
* Can work independently or as a part of team.

Personal Details :

* Nationality : Indian
* Religion : Hindu
* Gender : Female
* Age : 32 yrs
* Visa Status : Family Visa
* Marital Status : Married
* Languages known : English , Hindi , Nepali & Bengali

 IT Knowledge :

MS Office , Internet and Microsoft Windows.

Declaration :

I hereby have undersigned with conformation that everything mentioned here as to me are true to the best of my knowledgement. References will be available upon request.

Thank you,

Arpana