**UMITRA**

* [Umitra-397625@gulfjobseeker.com](mailto:Umitra-397625@gulfjobseeker.com)

To obtain position and become associated with a company where utilization of skills is encouraged, and to gain further experience while enhancing the company’s productivity.

**WORK EXPERIENCE**

**Sr. Service Executive December 2018 to Present VATSAL IMPEX PVT. LTD. (Xiaomi Mobile) Kathmandu, Nepal**

* Direct all operational aspects including customer service, human resource, administration and sales of the Service Center.
* Ensure excellent service standards and maintain high customer satisfaction.
* Promptly identify and resolve customer issues and follow up to ensure resolution.
* Maintain inventory control and proper stock levels.
* Monitoring & supervision of Service Center employees.
* Submit daily/weekly/monthly report to the Head Office.
* Contribute to team effort by accomplishing related results as needed.

**Service Executive January 2018 to December 2018 VATSAL IMPEX PVT. LTD. (Xiaomi Mobile) Kathmandu, Nepal**

* Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Processed orders, forms and applications.
* Answered calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
* Referred unresolved customer grievances or special requests to designated departments for further investigation.
* Followed up to ensure that appropriate actions were taken on customers' requests.

**Asst. Store Manager June 2017 to December 2017**

**APEX DIGITAL PVT. LTD. Bhaktapur, Nepal**

* Welcoming customers to the store and answering their queries.
* Ensuring high levels of customers' satisfaction through excellent service.
* Responsible for dealing with customer complaints.
* Responsible for security within the store.

**Sales Officer October 2016 to June 2017**

**APEX DIGITAL PVT. LTD. Bhaktapur, Nepal**

* Assess customers' needs and provide assistance and information on product features.
* Stocking shelves with merchandise.
* Reporting discrepancies and problems to the supervisor.

**Brand Promoter October 2014 to September 2016**

**SHREE RAM TRADE LINK (MICROMAX MOBILES) Bhaktapur, Nepal**

* Giving advice and guidance on product selection to customers.
* Giving information about the brand to the prospective customers.

**Accountant / Sales Officer June 2012 to September 2016**

**DHAUBADEL ENTERPRISES Bhaktapur, Nepal**

* Collect, analyze and summarize account information.
* Handling of cash.
* Receiving, Allocating and Maintaining Stock.
* Assisting customers to find the products they are looking for.

**EDUCATION**

**HIGH SCHOOL 2010**

Bagiswori Higher Secondary School Bhaktapur, Nepal

**SLC 2008**

Sharada Higher Secondary School Bhaktapur, Nepal

**CERTIFICATIONS**

* "MS Office Package" course from Mainpoint Computer Institute, Bhaktapur, Nepal.

**PERSONAL DETAILS**

**Date of Birth :** 1993/05/05

**Gender :** Female

**Nationality :** Nepali

**Marital Status :** Married

**Religion :** Hindu

**Language** : English, Nepali, Hindi & Newari