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**CAREER OBJECTIVES:**

Positions, which can hone up my skills, invigorate an urge to perform and achieve goals keeping in mind the aesthetics of Professionalism. A job that allow me for greater achievements and which would effectively apply my professional skills and experiences in leadership, business and interpersonal relations.

**PROFESSIONAL SUMMARY:**

Almost four years of experience in the field of Customer Service. Excellent written and verbal communication skills. Extremely productive in a high volume, high stress environment. Assertive with outstanding interpersonal, communications, negotiation and people management skills.

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|   Education: |
|    | * School Leaving Certificate (S.L.C.) passed in 2nd division from Birendra secondary school (affiliated to Secondary Education Examination Board of Nepal) in the year of 1996…
* +2 Passed (humanities) 2nd division From Saraswati (Affiliated to Higher Secondary Education Examination Board of Nepal) in the year of 1999
* B.A. (Bachelor of Arts in Humanities) 2nd division From Ratna Rajya Laxmi College Kathmandu (Affiliated to Tribhuvan University Board of Nepal) in the year of 2003
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**Training and achievements:**

1. Successfully Completed 6 months from 14th July, 2010 to 15th January 2011

training in Diploma in computer software applications Microsoft Windows Operating System and office packages (Microsoft Word, Excel and PowerPoint), graphic Designing Courses (Diploma in Expert office management) and Email internet from Center for Information Technology.

1. Successfully completed one month (From 1st Dec.2002 to 31th Dec.2002) **Ceremony &** **Leadership Development** Training from KINGDOM OF NEPAL REIYUKAI. (Bagmati zone activities committee)

**Professional Career Profile:**

* For : Megatech Computer & Electronic Concern

Working Period : 1st April 2009 to 3rd Jan. 2012

Designation : **Sales Representative.**

**Major Tasks and Responsibilities as a Sales Representative**

* Manage total store level operations, including staff training, evaluation and work schedules.

* Coordinate inventory control, receiving, merchandising and store maintenance.
* Direct loss prevention initiatives, successfully reducing shrinkage.
* Handled sales tracking and reporting, inventory control.
* Training and supervised full and part time personnel.
* Worked directly with vendors to confirm and verify shipments.
* Managed all aspects of merchandising, window displays, and stocking,
* Ensured excellence in customer service and resolved all problems at the store.
* Supervised the cashier and other store assistants, ensuring that they are performing their duties.
* Oriented new employees on store regulations and ensured that store policies are strictly observed.
* Assist customer by giving a service that meet their expectation.
* Responsible in stock replenishment in my area of assignment
* Serves as cashier as per the store schedule.
* Record best and worst sellers for the store weekly feedback.
* Responsible in maintaining cleanliness especially in designated area.
* Change the window merchandize every month.
* Merchandize the area of department assigned by manager.
* Build teamwork to co-employee in achieving store target.
* For **: Yak & Yeti Travels & Expeditions, Sikkim (India)**

Working period : **10th Feb 2007 to 12th March 2009.**

Designation : **Sales Associates**

* For : Yugal Media Pvt.Ltd

Working Period : 20th Sept 2004 to 15th Oct 2006

Designation : **Marketing Officer**

* For : **Sajilo Departmental Store**, Kathmandu

Working period : **13th June 2003 to 6th July 2004**.

Designation : **Sales Representative**

**Communication Skills:**

 LANGUAGE READ WRITE SPEAK

|  |  |  |  |
| --- | --- | --- | --- |
| ENGLISH | FLUENT | FLUENT | FLUENT |
| HINDI | FLUENT | FLUENT | FLUENT |
| NEPALI | FLUENT | FLUENT | FLUENT |
| BANGALI |  |  | FLUENT |

**Personal Profile:**

**Name : Manoj Pokharel**

Date of Birth : 27-Aug-1977

Marital Status : Married

**Skills and Abilities:**

* Strong attention to detain.
* Adjust actions in relation to others' actions.
* Motivate, develop and direct related workers as they work, identify the best people for the related job.
* Manage one's own time and the time of others and able to communicate to others to convey information effectively.
* Consider the relative costs and benefits of potential actions to choose the most appropriate one.

**Declaration:-** I am hereby certify that the information outlined above is true and correct, that I will submit the supporting credential upon request