

Contact HR Consultant for CV No: 340384

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**PROFESSIONAL PROFILE**

Seeking a challenging position with a progressive organization that will effectively utilize my knowledge and expertise, where I can grow with the organization and prove to be an asset for its effective functioning, be a team player for the achievement of organizational goals and its success.

**QUALIFICATIONS**

* Motivated and hardworking
* Flexibility in working conditions
* Individual, skilled in problem solving
* Responsible, efficient with an excellent work ethics.
* Excellent interpersonal and communication skills.
* Proven ability to work under pressured environment with less supervision.

**EDUCATIONAL ATTAINMENT**

* **COLLEGE/UNIVERSITY : SHANKAR DEV TRIVHUBHAN UNIVERSITY**
* **COURSE/DEGREE : BACHELOR’S IN BUSINESS MANAGEMENT**
* **YEAR : SEPT 2015**

**COMPUTER SKILLS**

* **MS Office (Word, Excel, Power Point)**
* **Email & Internet Explorer**

**WORKING EXPERIENCE EXPERIENCE**

**COMPANY** : **AL KHAJA GLORIA JEANS, DUBAI**

**POSITION** : SUPERVSIOR

**YEAR**  : FEB 2015 – UP TO FEB 2017

**DUTIES AND RESPONSIBILITIES**

* Delegating tasks to motivate the staff.
* Monitoring the team’s performance making sure high level of customer service is provided.
* Assisting the team by performing the tasks with them, by being the role model.
* Conduct training for the development of the staff.
* Monitoring the target by being in the floor and motivating them by giving feedback.
* Making the daily, weekly and monthly report.
* Solving complain in appropriate way.
* Training the staff for the development of the customer service.

**COMPANY**: **Tribhuvan International Airport (TIA), NEPAL**

**POSITION:** CUSTOMER SERVICE

**YEAR**: 2013 – 2015

**DUTIES AND RESPONSIBILITIES**

* Demonstrate comprehensive full customer service skills
* Assisting in Passenger Check-in
* Facilitate boarding and deplaning
* Solving customer problems
* Diplomatically handle customer complaints regarding Customer service and take corrective action.
* Overall ensuring pleasant passing through of all passengers.
* Provide the maximum knowledge and skill to the trainee about customer service according to standard.

**COMPANY**: **HAMRO COLLECTION, NEPAL**

**POSITION:**  SALES ASSOCIATE

**YEAR:**  2011-2013

**DUTIES AND RESPONSIBILITIES**

* Greet and attend the customer service solving the addressed issues from the customer feedback.
* To maintain good relation with our customers.
* Assist the customer needs.
* Perform the duty of merchandiser during the operation.
* To meet customer one hour premises discuss their requirements.
* Coordinate with Store manager, Sales manager.
* Carryout instructions from the sales manager supervisor and representative.
* Seek to optimize store retail standards to maximize turnover.
* Process deliveries in an efficient manner in line with company procedures.
* Apply all company procedures, including the correct use of security measures.

**TRAINING/EXPERIENCE**

* **PERSON INCHARGE CERTIFICATE (PIC), DUBAI**
* **GLOBAL DISTRIBUTION SYSTEM CERTIFICATION ( G.D.S), NEPAL**
* **HYATT REGENCY HOTEL, KUANTAN, PAHANG, MALAYSIA/SINGAPORE**
* Worked at Retail shop as a Sales Associate in the Hotel.
* Successfully meet the customers ‘expectations with the highest level of service
* Work in a team and be a strong team leader/role player
* Learning POS
* Handling guests in VIP lounge.
* **RADIO JOCKEY, KATHMANDU, NEPAL**
* Hosting live radio cultural, political programs
* Conversation with Special Guests
* Talking with public regarding their views on current affairs
* Entertaining of audience through Music, one on one conversations
* Informing audience about different event around the city and country.