

 **W O R K E X P E R I E N C E**

**POSITION : SENIOR RELATIONSHIP OFFICER**

**COMPANY : BANK in DUBAI, UAE**

**YEAR : 2014 May till Sep 2019**

 **Duties and Responsibilities**

* To promote the sales of loans in the allocated markets or customer base (non-salary transfer loans and Accounts) within limited data and always achieving the set targets.
* Account opening / After sales service for cards, Accounts and PL retention with less effect as comparing before to given margin for the same.
* Always achieved set sales targets with the team as advised and compiled MIS reports.
* To provide MIS & competitor reports on a weekly basis.
* To conduct promotional activities group meetings and road shows to achieve budgeted sale volumes with effective results overcome.
* Managing achievements of sales objectives by setting sales targets within the given budget or less than that.

**POSITION : CASHIER**

**COMPANY in DUBAI, UAE**

**YEAR : 2011-2014**

**Duties and Responsibilities**

* Welcoming customers and their query helping them locate items, and providing advice or recommendations.
* Operating scanners, scales, cash registers and managing for home delivery of furniture’s with proven less overflow of delivery schedule in warehouse.
* Balancing the cash register and generating reports for credit and debit sales. Ensuring all prices and quantities are accurate and providing a receipt as per SOPs.
* Processing refunds and exchanges, resolving complaints with less supervision and add on sales which always had worked for exchange policy within company profit.

**POSITION : SENIOR SERVICE ASSISTANT**

**COMPANY : PETROL STATION in UAE**

**YEAR : 2006 – 2008**

**Duties and Responsibilities**

* Collect payments from purchases to customers' credit and cash payment and provide customers with receipts.
* Managing for fuel products arrangement, ordering stock for merchandise, price and shelve incoming goods as per requirements with time management for less overflow of incoming stocks.
* Prepare DSR of fuel, oil, accessory and other sales on daily basis.
* Always best in maintaining stocks and store as per advised to the superior level.

**MANOJ**

***Senior Sales And Service Officer***

E-mail add

**Manoj-396239@2freemail.com**

 **O B J E C T I V E**

To be a part of a prestigious organization where my qualifications, experiences and abilities can be fully utilized to contribute to the accomplishment of its mission and vision, with proven sales and service records in retail over 10 years plus with limited data and less supervision. I am industrious, law abiding, honest sincere and hard working. I have a good communication interpersonal skills along I am a good team player and result provider.

**POSITION : SUBSIDARY TEACHER (SCIENCE/ENGLISH)**

**COMPANY : ACADEMIC SCHOOL in NEPAL**

**YEAR : 2009-2010**

**Duties and Responsibilities**

* Present lessons in a comprehensive manner and use visual/audio means to facilitate learning.
* Provide individualized instruction to each student by promoting interactive learning which had changes with effective results.
* Create and distribute educational content (notes, summaries, assignments etc).
* Collaborate with other teachers, parents and stakeholders and participate in regular meetings with the progress needed if required in students as per their reports .
* Plan and execute educational in-class and outdoor activities and event for extended options for learning.

**P E R S O N A L S K I L L S**

* Excellent proven record for sales and service officer cross and up selling.
* Ability to work with customers and workmates from different cultures.
* Good team player with management skills and result provider.
* Ability to stay focused under pressure.
* Sales marketing and telesales skills.
* Excellent organizational, verbal, written and communications skills.
* Proven analytical and critical decision making abilities.

**OTHER TRAINING & SKILLS**

* Telesales marketing and Business development
* Officer.
* CRM , Oracel and POS cash register.
* Customer engagement for sales and service training.
* Basic Fire Fighting training.
* Food and Hygiene training.
* MS Office , word Excel power point .
* Internet Application, Email and social media.
* Mashreq Bank 11 times best performer.
* EMARAT petrol station 8 times star of the month.

**P E R S O N A L I N F O R M A T I O N**

Date of Birth : 06/12/1988

Nationality : Nepal

Marital Status : Single

Religion : Buddhist

Visa Status : Employment Visa

**E D U C AT I O N**

ARMY SCHOOL SHILLONG

INDIA, CBSE BOARD DELHI (2005)

DAMAULI COLLAGE

COLLAGE OF ARTS

2006

**L A N G U A G E S**

* English
* Hindi
* Nepalese
* Arabic (Basic)