



SURENDRA PANDEY



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0504328491



Dubai , UAE



15th/ November/1992/



Nepali

EDUCATION

Higher school graduation :
Commerce
GODAWARI VIDYA MANDIR
AWASIYA MA VI , ITAHARI,
Nepal, February 2011

LANGUAGES

English: C1

Advanced

HIndi: C1

Advanced

PROFESSIONAL SUMMARY

Hardworking employee enthusiastic about learning [Type] field inside and out. Pursues opportunities to learn new skills and contribute to group success. Offers strong administrative, relationship-building and problem-solving abilities. Driven professional with background in product demonstration, customer service and lead generation across diverse industries. Uses active listening and relationship-building techniques to assess customer needs and deliver viable solutions. Friendly and ambitious team player seeking to progress within growing organisation.

SKILLS

- Customer services
- Face-to-face selling
- Product promotions
- MS/Excel knowledge
- Staff management
- Inventory management
- Organisation/ food / service/staff
- Marchendies
- Cash handling
- Hospitality management
- Reatil sales

WORK HISTORY

January 2022 - January 2023

Big market - Sales assistant, Itahari, Nepal

- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Accepted and processed cash, cheque, card and mobile payments using POS systems.

March 2014 - January 2017

OH SUSHI [Nichinan Japanese restaurant] - Head waiter service position , Mid valley , Malaysia

- Worked closely with chef to provide tasty options for guests with food allergies or intolerances.
- Covered large parties and events, anticipating planning and staffing needs.
- Served food to guests at proper temperatures by bringing items to table immediately.

March 2014 - December 2015

Enoshima Japanese restaurant - Hade of Cashier , Mid valley , Malaysia

- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Completed opening and closing procedures each day.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.

ADDITIONAL INFORMATION

Marriage