

# ANU BHUJEL

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Barsha Heights, Dubai, UAE  
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Dynamic and results-driven Sales Installment Specialist with proven expertise in customer engagement, relationship management, and achieving sales goals. Skilled in tailoring solutions to diverse client needs, fostering loyalty, and driving revenue growth. Adept at streamlining post-sales services and delivering exceptional customer satisfaction. A proactive team player committed to exceeding expectations and delivering measurable results.

## SKILLS

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- Customer Service Excellence
- Sales and Product Promotion
- Inventory Management
- Team Leadership and Coordination
- Client Relationship Building
- Problem-Solving and Conflict Resolution
- Time Management and Multitasking
- Effective Communication
- Communication Skills
- Attention to Detail

## EXPERIENCE

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### ***Sales associate and cashier • Artisan Bakers (Shift in-charge), Dubai, UAE***

***2018-2025***

- Handled daily sales transactions, cash, and card payments with accuracy.
- Managed opening and closing of the shift, ensuring smooth operations.
- Supervised a team of staff, delegated duties, and maintained workflow.
- Provided product knowledge and upsold bakery items to customers.
- Ensured cleanliness and hygiene of the store according to food safety standards.
- Handled inventory checks and reported stock levels to management.

### ***Veterinary Receptionist • Kalyan Security Service, Kathmandu, Nepal***

***(2015) – (2018)***

- Welcomed and assisted clients with their inquiries, providing excellent customer service.
- Scheduled appointments for veterinary consultations and procedures efficiently.
- Managed incoming calls, redirected them to the appropriate departments, and answered queries.
- Maintained organized records of client information, appointments, and billing.
- Trained and mentored new reception staff to ensure smooth onboarding.
- Ensured the reception area was clean, professional, and inviting at all times.
- Collaborated with the veterinary team to ensure seamless communication and client service.
- Conducted follow-ups with clients for appointment reminders and feedback collection.

### ***Sales Lady • Big Mart Supermarket, Kathmandu, Nepal***

***(2014) – (2015)***

- Greeted customers and assisted them in locating products, enhancing their shopping experience.
- Maintained a clean and organized sales floor to attract customers and increase sales.
- Provided product knowledge to customers, helping them make informed purchasing decisions.
- Handled cash transactions and operated the point-of-sale system efficiently.
- Monitored inventory levels and restocked shelves to ensure product availability.
- Collaborated with team members to meet daily sales targets and goals.
- Participated in promotional activities to boost product visibility and sales.

## EDUCATION

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**Bachelor's Degree in Business Management** • Modern Multiple College, Nepal (2018)

**Higher Secondary Education Board (HSEB)** • Divyadharsan International College, Nepal (2014)

**School Leaving Certificate (SLC)** • Sharda Higher Secondary School, Nepal (2012)

## TECHNICAL SKILLS

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- MS Office
- Social Media
- Internet & E-mail

## LANGUAGES

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- English : Fluent
- Hindi : Fluent
- Nepali : Native

## PERSONAL

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Date of Birth : 17/02/1994  
Nationality : Nepali  
Gender : Female  
Marital Status : Single  
Visa Status : Employment Visa

## DECLARATION

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I hereby declare that all the information provided above is true and correct to the best of my knowledge and belief.