



APEKSHA BISTA

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AREA OF EXPERIENCE:

- ✓ Strong customer service skills.
- ✓ Strong leadership and Managerial Skills.
- ✓ Excellent influencing, negotiating & communication skills.
- ✓ Problem solving skills.
- ✓ Well-developed negotiation and communication skills.
- ✓ Building good relationships with clients.
- ✓ Ability to understand and work with different cultures
- ✓ Leadership skills.
- ✓ Works as an individual and as a team member.
- ✓ Fully follows operating procedures and provides customers with complete service.
- ✓ Advice customers on latest trends
- ✓ Process till transactions of stock presentation
- ✓ Deal with deliveries and stock transfers
- ✓ Strong sales skills- Reliable, energetic, hardworking and recognized for handling/ assuming additional responsibilities.

EDUCATION

- 2023 (75%) **+2 HSEB**
Gobardhan Bairagi Janta secondary school, Fattepur, Saptari, Nepal
- 2021 (1st Division) **School Leaving Certificate**
Janta Belka Secondary School, Nepal

TRAINING

- Jan 20 - July 21 **Diploma in Computer Application (MS Office package, Photoshop, Illustrator, Email internet)**
Micro computer Center, Fattepur, Saptari, Nepal

PERSONAL INFORMATION

Date of Birth : Jan 06, 2005
Sex : Female
Nationality : Nepali
Religion : Hindu
Marital Status : Single
Passport No : PA1844462
Passport Issue Date : Jun 26, 2023
Passport Expiry Date: Jun 25, 2033
Visa Status : Visit Visa till Nov 10, 2024

LANGUAGE

English, Hindi & Nepali

PROFESSIONAL SUMMARY

Highly motivated and confident **Sales Associates** over **2 Years** of professional experience in corporate sales in store merchandising customer service and handling and dealing with stock and deliveries as well as sending out orders.

I have expert knowledge of the selling process and I fully recognize the human and emotional aspects of buying and selling.

- ✓ Responsible for interacting with the clients and solving their queries
- ✓ Maintaining the records of customer interaction and follow up with the client
- ✓ Provided feedback of the client to the concerned departments and authorities so as to improve the service.

EXPERIENCE

Jan 21 – Feb 23

Sales Associates

**Bhat Bhateni Supermarket & Department Store,
Biratnagar, Nepal**

Job Responsibility:

- ✓ Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers in retail store such as tobacco shop, drug store, candy store, or liquor store: Stocks shelves, counters, or tables with merchandise.
- ✓ Sets up advertising displays or arranges merchandise on
- ✓ Counters or tables to promote sales.
- ✓ Stamps, marks, or tags price on merchandise.
- ✓ Obtains merchandise requested by customer or receives
- ✓ Merchandise selected by customer.
- ✓ Answers customer questions concerning location, price, and use of merchandise.
- ✓ Totals price and tax on merchandise purchased by customer, using paper and pencil, cash register, or calculator, to determine bill.
- ✓ Accepts payment and makes change.
- ✓ Wraps or bags merchandise for customers.
- ✓ Cleans shelves, counters, or tables.
- ✓ Removes and records amount of cash in register at end of shift.
- ✓ May calculate sales discount to determine price.
- ✓ May keep record of sales, prepare inventory of stock, or order merchandise.