



BARSHAN POKHREL BK

- barshanrocks7@gmail.com
- +971526318774
- Al Rigga, Dubai, UAE

❖ SKILLS

- Time management
- Product knowledge
- Customer care
- Teamwork

❖ PERSONAL DETAILS

DATE OF BIRTH: 31/05/2003

MARITAL STATUS: UNMARRIED

NATIONALITY: NEPALI

PASSPORT: PA0518405

GENDER: MALE

VISA STATUS: VISIT VISA

❖ INTERESTS

- Making good public relation
- Learning languages
- Volunteering
- Travelling

❖ LANGUAGES

- English
- Hindi
- Nepali
- Arabic (Basic)

❖ OBJECTIVE

I seek challenging opportunities where I can fully use my skills for the success of the organization.

❖ EXPERIENCE

CASHIER

FEB 2020 – DEC 2023

Hotel The Kingsbury

- Manage transactions with customers using the point-of-sales system.
- Scan products and ensure accurate pricing.
- Take cash, credit and debit payments.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.
- Cross-sell or upsell products.
- Resolve customer complaints and concerns.

CALL CENTER AGENT

MAY 2018 – NOV 2019

Nepal Telecom

- Manage inbound and/or outbound calls.
- Follow various communication scripts when speaking to a caller.
- Handle customer engagement.
- Identify customer needs, answer questions and solve problems.
- Up-sell products and services when possible.

❖ EDUCATION

Bachelor in social work

2020

Tribhuvan University

Intermediate in Management

2018

Higher Secondary Education Board (HSEB) Nepal

School Leaving Certificate

2016

Nepal Board

❖ ACHIEVEMENT & AWARDS

- Best in sales volume target of the month of April 2019 awarded by Kingsbury Group.
- Best in active outlet of the month awarded by Kingsbury Group.
- Best Brand Promoter of the month awarded by Nepal Telecom.