# **Bhupal Raut**

Customer Service Ambassador



### EDUCATION

2004 - 2012

#### Primary Education

**B.B Memorial English Secondary School** 

Graduated Grade 10 with excellent grades.

2012 - 2014

# Accounting and Management

Shree Nepaltar Higher Secondary

Aced Grade 12 and graduated with First

2014- 2015

#### Computer Basics

Kantipur Multi Technical College

Studied Software Basics, Hardware, Internet and Email Basic, Online Safety, Computer Terminology, Computer Security.

# SKILLS

- Multilingual
- Interpersonal Communications
- **Customer Experience** Champion
- Client Advocate
- Microsoft Office & Word
- De-escalation Expert
- **Digital Communication** Maestro
- **Technical Proficiency**
- Location and Time Independed

#### PROFILE

A customer service champion with 7+ years of experience transforming frowns into delighted smiles. I thrive in fast-paced environments, wielding my active listening skills and clear communication like a superhero's tools. I possess an uncanny ability to unearth creative solutions to customer challenges, consistently exceeding expectations. Proficient in various customer service software, I'm also a team player, quick learner, fostering a positive and collaborative atmosphere wherever I go.

# WORK EXPERIENCE

2021 - Currently Working

# Security Coordinator

Transguard Group Ilc, Dubai, United Arab Emirates

- Security Plan Development and Implementation.
- · Security Staff Supervision.
- Risk Assessment and Threat Analysis.
- Incident Management.
- Liaison and Coordination.

2019 - 2021

# Shift Manager

Burger King, Riyadh, Saudi Arabia

- Ensuring Smooth Operations.
- Schedule Adherence.
- · Quality Control.
- Providing Excellent Customer Experience.
- Cash Handling.

2015 - 2018

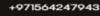
# Head of Department - Chilled and Frozen

Checkers Hypermarket Sdn Bhd, Kuala Lumpur, Malaysia

- Inventory Management.
- Product Placement and Merchandising.
- Team Leadership and Training.
- Pricing and Promotions.
- Customer Satisfaction.

### CONTACT







Al Quoz-2, Dubai, United Arab Emirates