

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 School

Aced Grade 12 and graduated with First Division.

2014 - 2015

Computer Basics

Kantipur Multi Technical College

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

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.

SKILLS

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

CONTACT



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