



## CONTACT

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- Nepali

## SKILLS

- Interpersonal communication skills
- Customer Relations
- Product promotions
- Performance improvement
- Staff Training
- Sales expertise
- Client Service
- marketing
- Revenue Generation
- Problem solving strength
- Records management
- Client presentations
- Sales and marketing strategies
- Cash management
- Customer service
- Promotions
- Just In Time stock control
- Merchandising
- Target driven
- Face-to-face selling
- Exemplary customer service

## LANGUAGES

English:	C2
<div>Proficient</div>	
Hindi:	C1
<div>Advanced</div>	

## ADDITIONAL INFORMATION

# SURENDRA PANDEY

## PROFESSIONAL SUMMARY

Hardworking employee enthusiastic about learning [Type] field inside and out. Pursues opportunities to learn new skills and contribute to group success. Offers strong administrative, relationship-building and problem-solving abilities. Driven professional with background in product demonstration, customer service and lead generation across diverse industries. Uses active listening and relationship-building techniques to assess customer needs and deliver viable solutions. Friendly and ambitious team player seeking to progress within growing organisation.

## WORK HISTORY

**Salesman** 01/2020 - 01/2023

**Big market** - Itahari, Nepal

- Fostered positive relationships with customers, enhancing loyalty and retention.
- Managed customer product and service queries, resolving effectively and efficiently.
- Performed daily store opening and closing, readying sales floor for customers and delivering stringent security measures.
- Maximised sales revenue through effective upselling and cross-selling of associated products.
- Marketed promotions, events and new product launches effectively, growing customer bases and revenue opportunities.
- Received stock deliveries, accurately completing paperwork and updating system records.
- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty.
- Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases.
- Processed product returns, ensuring items were clean and resaleable.
- Conceptualised plans to drive business development and build long-term relationships.
- Stayed up-to-date on new product lines and characteristics to answer inbound queries.
- Developed successful client partnerships through outstanding levels of service, promoting continued customer loyalty.
- Negotiated sales details with prospective clients to secure lucrative deals.
- Strengthened existing client relationships to maintain customer loyalty.
- Met sales targets by generating leads among target audiences.
- Maximised repeat custom by providing fantastic follow-up service.
- Recorded sales activities accurately for financial reporting purposes.

**Supervisor** 03/2014 - 01/2017

**OH SUSHI [Nichinan Japanese restaurant]** - Mid valley , Malaysia

- Conscientious worker of sober habits .
- Possesses a pleasant personality and gets along very well with his superior and peers.
- Eager to learn more about his profession and shows initiative towards his works.
- Being intelligent,organized and hardworking employee. On added responsibility with enthusiasm.

## ADDITIONAL INFORMATION

### Marriage

- Being intelligent, organized and hardworking employee. On added responsibility with enthusiasm.
- Well respected by his peers and colleagues a like and has a sound culinary knowledge.
- Dealt with customer complaints and rectified product and service issues.
- Built customer retention and satisfaction by delivering top-quality service.
- Maintained clean, organised working areas to create positive, productive environments with minimal risk.
- Increased team productivity through effective staff planning, coordination and task delegation.
- Achieved order processing and delivery time targets through smooth warehouse operations.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.
- Managed staff rotas, planning workloads effectively and strategically.
- Guided and coached staff to achieve individual growth and sales production targets.
- Priced and displayed items clearly and correctly, enabling ease of retrieval for customers.
- Kept records of damaged and out-of-date products for safe disposal.

### Cashier

03/2014 – 12/2015

**Enoshima Japanese restaurant** – Mid valley, Malaysia

- Completed opening and closing procedures each day.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Delivered outstanding customer care with proactive sales and listening skills.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Issued trading stamps and redeemed food stamps and coupons.
- Checked and confirmed personal identification during alcohol and tobacco sales.
- Helped meet business needs by working extra shifts.
- Checked notes carefully to spot counterfeit currency.
- Set up new promotions and monitored price changes.
- Checked customer ID when selling age-restricted items, following store policy.
- Completed [Type] forms and updated internal records for completed transactions.
- Accepted customer payments for tickets and issued papers for admission to events.
- Trained and mentored new cashiers and clerks in correct processes.

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## EDUCATION

**Higher school graduation** : Commerce , 02/2011

**GODAWARI VIDYA MANDIR AWASIYA MA VI** – ITAHARI, Nepal