

SAHADEV GURUNG



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📍 Dubai, United Arab Emirates

SKILLS

- Excellent communication and interpersonal skills
- Strong attention to detail and accuracy in cash handling and transaction processing
- Proficient in point-of-sale (POS) systems and customer relationship management (CRM) software
- Ability to multitask and thrive in a fast-paced environment
- Problem-solving and conflict resolution abilities
- Knowledge of retail operations and customer service best practices

PERSONAL DETAILS

Date of Birth : 21/07/1994
Nationality : Nepal
Visa Status : Visit

LANGUAGES

English
Hindi
Nepali

OBJECTIVE

Energetic and dedicated professional seeking a position as a Sales Associate/Cashier and Customer Service Representative, where exceptional communication skills and a passion for delivering top-notch service can contribute to customer satisfaction and business success.

EXPERIENCE

Customer Service Representative 2022 - 2024

- Transguard Group (Dubai Mall)
- Responded to customer inquiries via phone, email, and live chat, addressing questions related to products, services, and account information.
 - Handled customer complaints and escalated issues as necessary, working to find prompt and satisfactory resolutions. Processed orders and returns efficiently, utilizing company systems and databases with accuracy.
 - Maintained a high level of professionalism and empathy in all customer interactions, fostering positive relationships and brand loyalty.
 - Collaborated with team members and management to identify opportunities for improving customer service processes and procedures.

Sales Associate/Cashier 2016 - 2019

- Landmark Group (Max Fashion)
- Welcomed customers warmly, assisting with product inquiries, locating items, and offering personalized recommendations.
 - Processed transactions accurately and efficiently using point-of-sale (POS) systems, handling cash, credit, and debit payments.
 - Maintained a clean and organized checkout area, including restocking merchandise and arranging displays.
 - Provided support to the sales team by replenishing stock on the sales floor and ensuring product availability.
 - Upheld store policies and procedures, including handling returns and exchanges, to ensure a positive shopping experience for customers.

EDUCATION

Bachelor 2015
Gauradha Multiple Campus