

# 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