



Chandra Kanta Dhakal

CONTACT

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PERSONAL DETAILS

- **Date of Birth** : 12/11/1989
- **Nationality** : Nepali
- **Languages Known** : English, Hindi, Nepali & Arabic
- **Visa** : Employment Visa

SKILLS

- **Training and development**
- Stock management
- Retail management
- **Customer service**
- Employee management
- Opening and closing procedures
- Record administration
- **Data interpretation**
- **Database management**
- Complaint handling
- Cash counting
- **Enthusiastic communicator**
- **Excellent timekeeping**

DIGITAL KNOWLEDGE

- **MS-Office**
- **Mycom/ETA**
- **Gravity RP**

PROFESSIONAL SUMMARY

Highly Accomplished Store Supervisor, Data Entry & Sales & Cashiers with exceptional experience of 10+ years. Industrious individual experienced in managing and mentoring sales assistants. Possesses exceptional interpersonal skills to build rapport with customers. Competently drives employees to exceed targets. Versatile planner and administrator adept at managing multiple project calendars with ease.

WORK HISTORY

Store Supervisor 07/2019 - Current
Al Madina Express Hypermarket LLC - SHARJAH, UAE

- **Managed stock levels** to maximise sales opportunities.
- **Performed risk assessments** and security checks to comply with health and **safety legislation**.
- **Designed attractive window** and floor merchandise displays to **increase daily footfall**.
- **Introduced employee incentive programmes**, increasing store revenue and improving staff retention.
- **Handled escalated customer concerns** to build retention.
- Established **loss prevention strategies** to protect store assets.

Data Entry 02/2018 - 07/2019
Centro Hypermarket - RAS AL-KHAIMAH, UAE

- **Compiled** and analysed data using **Microsoft Excel** and Access.
- **Verified documents** and associated records to catch and **resolve discrepancies**.
- **Gathered data to create Excel spreadsheets** for budget and inventory management.
- **Assembled** and mailed informational packets, **reports** and **publications**.
- **Executed on-time, under-budget projects** by solving complex issues for senior leadership.
- **Developed** and **implemented record management** procedures.

Sales & Cashiers 05/2012 - 07/2017
Bollywood General Trading - DUBAI, UAE

- **Operated cash registers** with proficiency during **high-volume shopping times**, reducing customer queues.
- **Performed accurate cash counts** at store opening and **closing**.
- **Processed sales**, exchange and refund transactions efficiently to **reduce customer waiting times**.
- **Displayed** and **restocked merchandise** by following brand guidelines.
- **Encouraged customers** to **join in-store reward programs**, promoting loyalty and increasing sales possibilities.

EDUCATION

Intermediate
Sigma Higher Secondary School - Kathmandu Shorakhutte, Nepal

SLC (School Leaving Certificate)
Board of ShreeTri-Shaheed U.M.A.V Panchamool Syngja - NEPAL