



# 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
- UAE Driving License Manual

## 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.MA.V Panchamool Syngja - NEPAL