




## ALEENA GURUNG

### CONTACT

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### PERSONAL INFO

Date of Birth - 28/04/1992  
Gender - Female  
Nationality - Nepal  
Marital Status - Single  
Passport No - 12136404

### EDUCATION

- SLC  
A.R.D. MODEL SCHOOL, NEPAL

### LANGUAGE

- English
- Hindi
- Nepali

### OBJECTIVE

About me Dedicated Proficient in operating cash registers, counting money, and resolving customer disputes. Dynamic retail professional committed to outstanding customer service. Highly proficient in handling money and operating POS systems. Responsible Cashier experienced at managing front of store needs in busy environments. Friendly and energetic with strong communication and organizational abilities. Seeking role of increased responsibility where strengths in service and sales will be valuable. Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements.

### WORK EXPERIENCE

#### CASHIER CUM WAITRESS

Artuk bey Kahve café, Dubai, UAE  
September 2023 to present

##### Job Responsibilities

- Welcome customers and help determine their orders
- Excellent at handling cash drawer
- Take customer orders at the counter
- Receive payments and present change to customers
- Pack food items, make coffee, and fill beverage cups
- Preparing drinks
- Function as the host/hostess of the restaurant.
- Receive food checks from waiters or customers
- Appeal to impatient or irritated customers, especially during rush hours
- Manage the register, including all debit card and cash operations
- Ensure a balance of the register at the end of the shift or working period
- Keeping the dining area clean
- Knowledge of menu and gift items
- Prepare hot and cold beverages; such as coffee, espresso drinks, and teas.

#### CASHIER

Bhatbhateni Supermarket, Bhairahawa, Nepal  
September 2021 - July 2023

##### Job Responsibilities

- Recommended products and services to customers based on requirements.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Assisted with cashier close-down by counting drawer change and processing vouchers.
- Accepted customer payments for tickets and issued papers for admission to events.
- Processed cash, cheque, credit and debit payments accurately and efficiently, minimising till discrepancies.
- Resolved customer complaints and answered queries about store products.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.

### Declaration

I assure to serve your organization to the best of my ability and state the facts stated by me in these documents are true to the best of my knowledge and beliefs.