



# DASHARATH GURUNG

## FLOOR SUPERVISOR

### PROFILE

Quick-thinking Supervisor recognized for success in guiding teams and boosting performance. Practical problem-solver with excellent issue and conflict resolution skills to drive team and organizational success. Highly effective and knowledgeable in process improvement and inventory control. Receiving and managing the stock and inventory and keeping the records.

### EDUCATION

01/2016-02/2018

High School Graduate in Business

Bal Bikash Secondary School-kathmandu,Nepal

### WORK EXPERIENCE

#### Almaya Supermarket L.L.C-UAE

2022- PRESENT

##### Floor Supervisor

- Guided and coached staff to achieve individual growth and sales production targets.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.
- Maintained documents and records to comply with internal policies and external regulations.
- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.
- Followed industry trends and set pricing strategies to maximise business returns.
- Managed stock within set minimum and maximum levels to serve customers without over-extending finances.
- Generated custom store Key Performance Indicators, automating reports with ClearPoint to better monitor performance.
- Identified operational problems and proposed solutions to management, improving service efficiency.
- Coordinated employee schedules and handled resource management to remove barriers to productivity.

#### Almaya Supermarket L.L.C-UAE

2021- 2022

##### Store Keeper

- Guided and coached staff to achieve individual growth and sales production targets.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.
- Maintained documents and records to comply with internal policies and external regulations.
- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.
- Followed industry trends and set pricing strategies to maximise business returns.
- Managed stock within set minimum and maximum levels to serve customers without over-extending finances.
- Generated custom store Key Performance Indicators, automating reports with ClearPoint to better monitor performance.

### CONTACT

+971-5637-26906

dasharathgurung5@gmail.com

Dubai, UAE

### LANGUAGES

#### NEPALI



#### ENGLISH



#### HINDI



### SKILLS

- Team supervision
- Operations management
- Inspiring leadership
- Employee management
- POS operation
- Complaint handling
- Store merchandise stocking
- Credit card payment processing
- Identification checks
- Cash drawer management
- Cash register operations
- Customer experience
- Customer care
- Staff training and mentorship
- Inventory forecasting

- Supply chain data management
- Inventory control
- Relief storekeeping

## HOBBY AND INTERESTS

- Reading
- Travelling
- Sports

<b>Almaya Supermarket L.L.C-UAE</b>	2020-2021
Customer Service Representative	
<ul style="list-style-type: none"><li>• Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.</li><li>• Answered customer telephone calls promptly and improved on-hold wait times.</li><li>• Assisted customers with varying questions using product knowledge and service expertise.</li><li>• Managed high-volume customer queries simultaneously through effective multitasking.</li><li>• Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.</li><li>• Handled phone, email and social media enquiries with consistent customer service across multiple channels.</li><li>• Participated in regular training to maintain up-to-date knowledge on company products and policies.</li><li>• Picking online order smoothly.</li></ul>	

<b>Bhatbhateni Supermarket, Nepal</b>	2018-2020
Cashier	
<ul style="list-style-type: none"><li>• Completed opening and closing procedures each day.</li><li>• Used cash registers and POS systems to request and record customer orders and compute transactions.</li><li>• Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.</li><li>• Greeted customers entering store and responded promptly to customer needs.</li><li>• Resolved customer complaints and answered queries about store products.</li><li>• Reduced customer wait times through optimised checkout processes.</li><li>• Helped meet business needs by working extra shifts.</li><li>• Helped customers to pack away shopping for improved customer experience.</li><li>• Kept checkouts areas and general store clean and orderly.</li><li>• Scanned products quickly, memorising codes and prices for unmarked products.</li></ul>	