



DEBAKI GHIMIRE

Dubai, UAE

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Date of Birth: 28-Apr-1996

Nationality: Nepalese

Professional Summary

Dedicated and customer-focused professional with a strong background in customer service, outbound call handling, sales coordination, and front desk operations. Known for clear communication, patience, and a proactive approach to resolving customer concerns. Skilled in managing client accounts, handling inquiries, and ensuring a smooth service experience. Brings a calm and professional demeanor to all client interactions.

Skills

Customer Service:

- Attentively listen to client concerns and provide tailored solutions
- Deliver clear, helpful product and service information
- Handle orders, billing, payments, and follow-up transactions
- Manage customer accounts, including updates or adjustments
- Resolve complaints professionally, ensuring client satisfaction

Communication & Interpersonal Skills:

- Build rapport with clients and maintain a welcoming, supportive environment
- Communicate clearly with team members and clients to ensure smooth service delivery

Work Experience

Sales Officer

Al Sham's Facilities Management - Dubai, UAE

Oct 2024 - Present

- Communicate with clients to promote and explain services
- Support sales operations by preparing proposals and processing service requests
- Coordinate with internal departments to ensure timely service delivery
- Address client queries and assist with issue resolution professionally

Outbound Call Handling Agent

Wipro Pvt. Ltd (Remote) - Dubai, UAE

Nov 2020 - Jun 2024

- Handled outbound calls to potential and existing customers
- Provided accurate information about services and resolved inquiries efficiently
- Maintained customer records and followed up on service satisfaction
- Worked collaboratively with the customer support team to ensure high client retention

Sales Controller

Nepal ECO Adventure Pvt. Ltd - Kathmandu, Nepal

Mar 2018 - Sep 2020

- Monitored daily sales performance and assisted in planning promotional activities
- Responded to customer inquiries and managed booking processes

- Provided administrative support and ensured smooth communication with travel partners
- Maintained accurate records of transactions and client communications

Customer Service Consultant

Gorkha International Travels - Chitwan, Nepal

Jan 2014 - Apr 2016

- Assisted clients with travel bookings, visa processing, and general inquiries
- Provided detailed information on travel packages and policies
- Handled payments, updated client files, and followed up on service feedback
- Resolved complaints efficiently to ensure customer satisfaction

Education

SSLC

Shree Ratna Rajya Higher Secondary School - Kathmandu, Nepal

Aug 2013

Languages

- English - Elementary (A2)
- Nepali - Advanced (C1)
- Hindi - Advanced (C1)

Certifications

- Certified in Nail Art
- Certified in Mehendi Art (Henna)
- Full Professional Make-up Course

References

Available upon request.