

Curriculum Vitae

Name: Dipendra Khatri
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Nationality: Nepalese
Gender: Male
Visa Status: Visit Visa
Languages: English, Hindi, Nepali
Basic –Arabic



Summary

More than 11 years of experience as a Customer Service Executive in Driving Center and Retail Sales fields with strong leadership, customer service, flexibility, passionate etc. I am a self-motivated, innovative and ambitious person with the ability to communicate, conceptualize, think creatively, analyze problems and new situations and exercise sound judgment.

Professional Experience:

BELHASA DRIVING CENTER

Position: Customer Service Executive
Duration: April 2022-April 2023

Duties and Responsibilities:-

- Customer Service Executive
- Computer Skills (typing, scheduling, etc.)
- Being able to stay calm under emergency situations.
- Providing Excellent Customer Service
- Meet/exceed monthly sales goals
- Work directly with driving instructors to ensure effective scheduling
- Maintain DMV Records and company files in an organized manner
- Other duties and responsibilities in the office, as needed
- Take ownership of customers issues and follow problems through to resolution
- Keep accurate records and document customer service actions and discussions
- Maintain an orderly workflow according to priorities
- Receives and responds to incoming client inquiries
- Schedules all driving lessons utilizing the online scheduling system, arranges schedules within the assigned locations for students and instructors.
- Receives and resolves inquiries from students and parents regarding scheduling issues
- Ensures payment for lessons and road tests are received in a timely manner and processed through appropriate channels. Records all billing and payment receipts
- Ability to explain our services and advise/assist clients with purchasing

UNITED FURNITURE LLC U.A.E

Position: Sales Representative
Duration: Jan 2020 - March 2022

HIMALAYA FOOD STUFF LLC U.A.E

Position: Sales Representative
Duration: December 2018-December 2019

PARIS GROUP (PIERRE CARDIN / BAL MAIN) U.A.E

Position: Sales Representative
Duration: April 2015-Oct 2018

H&M (ALSHAYA GROUP) U.A.E

Position: Sales Supervisor
Duration: Feb 2011– March 2015

Duties Responsibilities:-

- Providing excellent customer service.
- Following operating procedures.
- Customer service assisting with their choice in a friendly and efficient manner.
- Representing the similar and alternative items.
- Processing transactions quickly and accurately
- Winning sales to meet targets.
- Maintaining eye-catching effective displays in the store.
- Making an everyday department action plan and following up with the staff whether it has done or not.
- Ensure all merchandise options are available on the shop floor at all times.
- Train, motivate and lead the team to deliver the basic store standards.
- React to fast / slow moving items within the dept and take necessary action.
- Ensure self and team treats the customers as the No1 priority at all times.

MECHI TUNES FM 96.8 MHz / BIRTHA FM 105 MHz NEPAL

Position: Radio Jockey / Program maker
Duration: Sept 2007- Dec 2010

Duties and Responsibilities:-

- Preparing everything for an online program such as story, songs. headset, fader etc.
- Handling the online program with listeners.
- Voice recording for advertisement and recorded program.
- Mixing Editing.
- Ensure the promos and jingles.

ACHIEVEMENTS

Promoted as an assistant manager in Mechi Tens FM within 9 months.
Career record of providing excellent customer service and good remarks on mystery shopping results more than once.
Promoted as a section in charge directly from sales associates in H&M.
One transaction cost more than 250 thousand AED.

EDUCATION

Institution: Jyoti Sadan Boarding School
Duration: 2000
Certificate: School leaving certificate (Nepal Board)
Institution: Dhulabari Campus
Duration: 2000 - 2003
Certificate: Intermediate (Higher Secondary Education Board)
Institution: Public Youth Campus Kathmandu
Duration: 2006 - 2009
Certificate: Bachelor Degree (Tribhuvan University)

OTHER SKILLS

Basic Computer knowledge.
2 years waiter training.
1 year signboard training.
2 years Diploma in Dance.

ACTIVITIES

Singing
Playing Guitar
Drawing
Doing charity work