Curriculum Vitae

Name: Dipendra Khatri

Date of Birth: 22/08/1986 **Mobile No:** +971 502718512

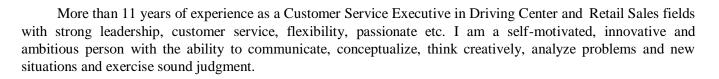
Email: dipsoncheetri1@gmail.com

Nationality: Nepalese
Gender: Male
Visa Status: Visit Visa

Languages: English, Hindi, Nepali

Basic - Arabic

Summary



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