



SARAN DARJI

Date of birth: 06/12/2000 | **Nationality:** Nepalese | **Phone number:**

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(Home)

● ABOUT ME

Results-oriented sales professional with a diverse background in sales strategies, client relationship management, and revenue growth. Proven expertise in collaborating with clients to drive sales success and achieve targets. Exceptional customer service skills, adept at building and nurturing client relationships. Meticulous attention to detail and a focus on product presentation and quality. Strong communication, both verbal and written, and proficient in essential computer skills. Proactive in solving challenges, known for innovative solutions that enhance team performance. Committed team player with a positive attitude, dedicated to surpassing customer expectations and contributing to business expansion.

● WORK EXPERIENCE

10/2022 – CURRENT Dubai, United Arab Emirates

SALES ASSOCIATE NESTO HYPERMARKET LLC

- Assisted customers in finding products, answered inquiries, and provided recommendations to enhance their shopping experience.
- Consistently exceeded monthly sales targets, showcasing exceptional ability to upsell and cross-sell products.
- Demonstrated in-depth knowledge of the store's product offerings, enabling accurate product recommendations and addressing customer queries effectively.
- Participated in maintaining attractive and organized displays, contributing to a visually appealing shopping environment.
- Monitored stock levels, restocked shelves, and collaborated with the inventory team to ensure products were readily available for customers.
- Resolved customer complaints and concerns in a professional manner, aiming to achieve positive outcomes and maintain customer loyalty.
- Collaborated with colleagues to achieve team goals, shared insights on effective sales techniques, and contributed to a positive team atmosphere.
- Actively participated in sales promotions and events, contributing to increased foot traffic and sales during promotional periods.
- Successfully managed high-traffic periods, adapting to fast-paced environments while maintaining focus on delivering quality customer service.

09/2020 – 08/2022 Damak, Nepal

SALES AND MARKETING ASSOCIATE BHAWANA TRADERS

- Built and maintained client relationships by understanding their needs and anticipating opportunities.
- Delivered superior customer service by providing readily available information and personalized support.
- Identified new customer segments and tailored sales approaches to effectively reach them.
- Drove sales through engaging customers, leveraging product knowledge, and utilizing suggestive selling techniques.
- Adapted to market conditions and find innovative ways to sell products.

- Developed customer acquisition and retention strategies based on warranties or guarantees.
- Implemented sales plans and advertising to meet goals and drive growth.
- Maintained a positive attitude and contributed to business success.

04/2018 – 05/2020 Urlabari, Nepal

SALES ASSOCIATE SATHIMART

- Provided a warm and welcoming atmosphere, leaving a lasting positive impression on customers.
- Communicated effectively, actively listened and promptly addressed the queries of customers.
- Personalized assistance to guide customers through product selection based on their needs.
- Consistently exceeded customer expectations, delivering excellent service to foster loyalty.
- Maintained an organized and appealing shopping environment to enhance the customer experience.
- Stayed updated on product knowledge to provide informed recommendations and discussions.
- Proactively ensured a safe shopping environment by alerting management to security issues.
- Fostered teamwork and communication for seamless sales operations and exceptional service.

● EDUCATION AND TRAINING

2020 Damak, Nepal

HIGH SCHOOL DEGREE Damak Multiple Campus

Website <http://damakcampus.edu.np/>

2017 Damak, Nepal

SECONDARY SCHOOL Samata School

● LANGUAGE SKILLS

Mother tongue(s): **NEPALI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	C1	C1	C2
HINDI	C2	B1	C1	C2	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office (Outlook, Excel, Word, PowerPoint) | Social Media | Good Communication and Writing Skills | Google Drive | Sales | Email(Gmail) | Adaptability and responsibility | Social Media Marketing | Strong Time Management | Team Work & Team Player | Product knowledge | VISUAL MERCHANDISING

I declare the accuracy of this information. If given the opportunity, I pledge to perform with exemplary professionalism and a strong sense of purpose, surpassing expectations and contributing to the organization's success. Eagerly awaiting a positive response, I am ready to embark on new adventures and make a meaningful impact.