

Ishwor Prasad Ghimire

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OBJECTIVE:

To land in a position that will further enhance my knowledge and skills in order for me to grow and become a company's asset in the future and Looking for the best opportunity in working field. I would like to join an Organization that is driven to excellence and promotes professional development based on employee's efforts, loyalty and work ethics. To have an opportunity to work with a reputed organization and expertise to grow, develop and advance with the organization.

EDUCATIONAL QUALIFICATIONS:

- Bachelor in science of Information Technology (BSc.IT, 2011 – 2014).
Affiliated to SIKKIM MANIPAL UNIVERSITY, Gangtok, India).
- Standard 12th from Oxford College, Rupandehi, Nepal
- Standard 10th from Shining Star English Boarding School, Rupandehi, Nepal

I PROFESSIONAL EXPERIENCE

- Dubai Light vehicle Automatic 4 wheeler Driving License .
- Working in Spinneys supermarket Dubai ,as sales Mercendiser in charge since 2020 may 05.
- Worked in Apparel Group, Charles & Keith brand as Sales Associate in Dubai Mall, UAE.
Started form 15th September 2017 to 12th July 2018.
- Worked in Computer Services Enterprise (CSE, computer shop) as IT Sales & Specialist started from 1stfebruray 2015 to 19th march 2017. Butwal, Nepal
- Worked in Air Network ISP (internet services provider) as technical support staff started form 02/08/2014 to 05/08/2014. Rupandehi, Nepal.
- Certificate for successfully completing 6 months Industrial Exposure Training from microsys Computer Hardware and Networking, Lumbini, Nepal.

DUTIES AND RESPONSIBILITIES

- Engage with all guests to understand their needs and requests, implement a guest recognition tool or database that is constantly updated and shared within the working related environment to information and preferences.
- Greet customers when they arrive at the store and inquire into their specific purpose for visiting.
- Implement daily briefing sessions with the department to ensure communication is paramount.
- diagnose, repair and maintain hardware and software components to ensure the smooth running of computer systems.
- installing and configuring computer hardware and being the primary point of contact for IT support within a company.
- Motivate and manage costumer convivence in the store on the basis about their selected product.
- Ensure band visibility and merchandising the product as per priority and guidelines
- Plan and organize the routing area to optimize the product goals
- Upgrading the entire system to enable compatible software on all computers.
- Establishing good relationships with all departments and colleagues.
- Respectful and understanding of local customs and protocol at all times and abide by local laws.
- Maintains a professional image whilst on duty and outside of the work place.
- Undertake any other reasonable request made by the Director, General Manager, Operations or Manager.

CUSTOMER SERVICES:

- Demonstrate service attributes in accordance with industry expectations and company standards.
 - Being attentive to customers and visitors.
 - Accurately and promptly; understanding, anticipating and fulfilling customer requests
 - Maintain a high level of knowledge which will enhance the guest experience
 - Be able to promote the Brand, Products and Services.
 - Maintain a high level of product and service knowledge about related product items.
 - To display a pleasant manner and positive attitude at all times and to promote a good company image to guests, customers and colleagues.
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SKILLS:

- Good interpersonal, Negotiations skills.
 - Fast learner and creative
 - Independent as well as a team player.
 - Willingly to learn and take on new challenges.
 - Flexible and able to work under pressure.
 - Thrive and able to work under pressure.
 - Thrive in both independent and collaborative work environments.
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STRENGTH:

- friendly and helpful hardworking person, eager to learn new things.
 - good listener and that makes me good judges of character.
 - can work with people and deal with complaints and solve problems in a very calm way
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PASSPORT DETAILS:

Passport No	:	08049942
Date of Issue	:	07/11/2014
Date of Expiry	:	06/11/2024
Place of Issue	:	Nepal

PERSONAL DETAILS:

Date of birth	:	30/07/1993
Marital Status	:	Single
Nationality	:	Nepal
Religion	:	Hindu
Language known	:	English, Hindi & Nepali

AFFIRMATION:

I affirm that the above-mentioned details are correct as per my best of knowledge and belief. This resume correctly describes my Qualifications, my experiences. I understand that any willful misstatement described herein may lead to my disqualification or dismissal if engaged.