



# Karan Singh Majhi

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## PROFILE

Dedicated professional with a diverse background in data management, and supervisory roles across Nepal, Qatar, and India. Seeking a position that leverages strong interpersonal and communication skills, proficiency in MS-Office Suite, and meticulous attention to detail. Proven track record in monitoring mail flow, processing billing, managing customer orders, and ensuring efficient supply chain operations. Adept at collaborating within teams and exhibiting leadership qualities. Bringing a Bachelor of Business Administration from Lovely Professional University (December 2015) and extensive experience in hospital supervision, including scheduling, budget management, and maintaining electronic medical records. Eager to contribute expertise to a dynamic work environment, demonstrating adaptability, commitment to excellence, and a customer-centric approach. Currently serving as a Customer Service Officer at Emirates India International Exchange, showcasing exceptional customer service and multitasking abilities.

## EDUCATION

### Bachelors of Business Administration

Lovely Professional University  
Phagwara, India  
Aug 2012 - Dec 2015

### 12<sup>th</sup> Commerce

N.M. Jain Model Sen. Sec. School  
Ludhiana, India  
Jul 2011 - Jun 2012

## WORK EXPERIENCE

### CUSTOMER SERVICE OFFICER

#### Emirates India International Exchange

Dubai, UAE

Apr 2023 - Present

- Assisting Customers:** Provide assistance and information to customers regarding various services offered by Emirates Exchange.
- Handling Inquiries:** Address customer inquiries, concerns, and complaints effectively to ensure a positive customer experience.
- Transaction Processing:** Execute financial transactions accurately, including currency exchange and remittance services, adhering to company policies and procedures.
- Documentation:** Maintain and update customer records, ensuring accuracy and confidentiality of sensitive information.
- Problem Resolution:** Resolve customer issues promptly, coordinating with relevant departments to ensure timely solutions.
- Compliance:** Adhere to regulatory requirements and company policies to ensure compliance with industry standards.
- Cross-selling:** Identify opportunities to promote additional services or products to customers, contributing to business growth.
- Communication:** Communicate effectively with customers and internal teams, providing clear and concise information.
- Quality Assurance:** Ensure the quality-of-service delivery, and participate in continuous improvement initiatives.
- Training:** Stay updated on company products and services, and provide guidance to customers on utilizing them effectively.
- Cash Handling:** Manage cash transactions accurately, following established protocols to maintain financial integrity.
- Team Collaboration:** Collaborate with colleagues and contribute to a positive working environment within the customer Service team.

### DATA ENTRY OPERATOR

#### Abu Issa Holding

Al Wukair, Qatar

Apr 2019 - Sep 2021

- Inventory Management:** Maintain accurate records of stock levels and locations within the distribution center. Assist in tracking and managing inventory movements.

## SKILLS

|                       |  |
|-----------------------|--|
| Organizational skills |  |
| Microsoft Office      |  |
| Inventory management  |  |
| Customer service      |  |
| Cash handling         |  |
| Multitasking          |  |
| Adaptability          |  |
| Attention to detail   |  |
| Problem-solving       |  |
| Communication         |  |

## LANGUAGES

|         |  |
|---------|--|
| English |  |
| Punjabi |  |
| Nepali  |  |
| Hindi   |  |
| Urdu    |  |

2. **Order Processing:** Input and process customer orders accurately and promptly. Verify order details and address any discrepancies.
3. **Quality Control:** Perform quality checks on data to identify and rectify errors. Collaborate with relevant teams to ensure data consistency.
4. **Reporting:** Generate regular reports on inventory levels, order fulfillment, and other relevant metrics. Provide data insights to support decision-making.
5. **Collaboration:** Work closely with other teams, such as logistics and warehouse, to ensure seamless information flow. Communicate effectively to address any data related issues.
6. **Documentation:** Maintain organized records of all data entries and transactions. Ensure adherence to data management policies and procedures.
7. **Efficiency Enhancement:** Identify opportunities to streamline data entry processes for improved efficiency. Implement best practices to optimize data management workflows.
8. **Adaptability:** Stay informed about changes in inventory systems and processes. Adapt to new technologies and tools introduced for data entry and management.

## HOSPITAL SUPERVISOR

### Lumbini City Aspatal

Butwal, Nepal

Dec 2017 - Apr 2019

1. Managed day-to-day operations of the hospital department, ensuring smooth workflow and efficient patient care.
2. Oversaw and coordinated schedules and staffing, ensuring adequate coverage for all shifts.
3. Implemented and enforced hospital policies and procedures, ensuring compliance with regulatory standards.
4. Collaborated with multidisciplinary teams to improve patient outcomes and enhance overall department performance.

## RECEIVING OFFICER

### Westside (A unit of Trent Ltd.)

Ludhiana, India

Jun 2012 - Nov 2017

1. **Receiving Shipments:** Accept and physically receive incoming shipments from suppliers. Inspection: Inspect received goods to ensure they meet quality standards and match the provided specifications.
2. **Documentation Verification:** Verify and crosscheck accompanying documentation, such as packing slips and invoices, for accuracy.
3. **Inventory Management:** Update and maintain accurate inventory records of received goods in the system.
4. **Quality Control:** Ensure that received products meet Tata Westside's quality standards and report any discrepancies or damages.
5. **Communication:** Collaborate with suppliers and other relevant departments to address issues or discrepancies in received shipments.
6. **Storage and Organization:** Properly store received goods in designated areas, ensuring efficient organization for easy retrieval.
7. **Reporting:** Generate reports on received shipments, inventory levels, and any relevant metrics as required.
8. **Coordinating Returns:** Facilitate the return process for defective or incorrect items, coordinating with suppliers and the appropriate departments.
9. **Compliance:** Ensure compliance with company policies, procedures, and regulatory requirements related to receiving and inventory management.
10. **Team Collaboration:** Collaborate with other departments, such as logistics and procurement, to optimize the overall supply chain process.
11. **Problem Resolution:** Address and resolve any issues related to received shipments promptly and efficiently.
12. **Record-Keeping:** Maintain accurate and up-to date records of received goods, ensuring transparency in the supply chain.
13. **Continuous Improvement:** Identify areas for process improvement in receiving operations to enhance efficiency and accuracy.