

KHEM POUDEL

Highly driven **SALES ASSOCIATE** with 2+ years of experience selling Noon-food, Groceries and electronic products in a high-traffic environment. Proven track record of achieving or exceeding sales targets, providing excellent customer service, and leveraging strong communication skills. Enthusiastic about understanding customer needs and tailoring solutions to enhance satisfaction and loyalty. Adept at working collaboratively with team members to optimize store operations and ensure a seamless shopping experience.

Work Experience

Sales Associate, SHARJAH COOPERATIVE SOCIETY- UAE

Aug2023 - Present

- Greets customers and makes them feel comfortable
- Interacts with customers, offering assistance and responding to queries about products and purchases
- Locates merchandise for customers and places orders, where necessary
- Introduces promotions and new products to customers
- Handles refunds, exchanges and returns
- Documents sales by updating customer records
- Stays up to date with sales trends for better service and achievement of sales
- Order the products from SAP.

Salesman, Gorkha Department Store Nepal

Mar 2020 - Dec 2022

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- "Go the extra mile" to drive sales.

Waiter/ Cashier, Road House Cafe Nepal

Feb 2019 - Jan 2020

- Greetings costumers with respect, take their order and service them
- As a cashier, need to open and close the cafe transaction as well as provide best costumer service to the customers.

Educational Background

Computer Management of sales and accounting

Rastranirman Secondary collage

Sep 2019 - Oct 2022

- Specialization in Accounting and sales

Schooling 10th grade

Rastranirman Secondary School

Aug 2015 - Aug 2019

- Relevant coursework in Advanced Financial Reporting and Auditing.

Contact

Sharjah- United Arab Emerites
+971-585528765
kpoude1050@gmail.com

Skills

Technical Skills

- Customer service skills.
- Teamwork.
- Problem-solving skills.
- Attention to detail.
- Basic computer skills.
- Time management skills.

Tools/Software

- Accounting Software
- SAP Software
- Finance Software
- Successfactor

Languages

- English (Fluent)
- Arabic (Basic)
- Hindi (Fluent)

Certification/Short Courses

- Best Employees Award

Additional Information

- Served as Team Lead in the company-wide initiative for process improvement.
- Volunteer Treasurer, Local Nonprofit Organization.