



# Kalawati Thapa Magar

Satwa, Dubai

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## Objective

To obtain a challenging position where I can utilize my excellent customer service skills, attention to detail, and ability to process transactions accurately, while contributing to the smooth operation of the store and ensuring customer satisfaction.

## Experience

- Bhatbhateni Supermarket & Departmental Store, KTM Nepal** May 2021 - March 2022  
Sales cum Cashier
  - Functioned as backup in areas as sales, support and service.
  - Provided pricing information to customers regarding specific products.
  - Deliver high level of assistance by locating products and checking store system for merchandise at other sites.
  - Complete efficient store resets to prepare store for special promotions and seasonal updates.
  - Serve customers with knowledgeable, friendly support at every stage of shopping and purchasing.
  - Minimised long register queues by completing sales transactions quickly.
  - Processed all transactions efficiently and timely.
  - Answered customer questions, provided store information, and escorted to desired store areas.
- Gala Supermarket, Dubai** May 2024 - Till Date  
Merchandiser cum Cashier
  - Ensure that all products are displayed in an attractive and organized manner according to store guidelines.
  - Monitor and maintain stock levels to ensure availability of key products.
  - Monitor stock levels, manage inventory, and ensure products are well-stocked and readily available for customers.
  - Analyze sales data and trends to identify best-selling products and areas for improvement in merchandising strategies.
  - Conduct research to understand market trends, customer preferences, and competitors to optimize product offerings.
  - Design eye-catching displays that align with seasonal themes and product launches to maximize customer interest.
  - Operated cash register and processed customer transactions accurately and efficiently.
  - Managed cash, credit, and debit transactions, ensuring the accuracy of all payments.
  - Handled customer complaints professionally and escalated issues to management as necessary.
  - Maintained a clean and organized checkout area.

## Education

- Tribhuwan HSS** 2012  
High School Level

## **Skills**

- Strong communication and interpersonal skills
- Cash handling and point-of-sale (POS) system proficiency
- Problem-solving and conflict resolution
- Time management and multitasking in a fast-paced environment
- Customer service and relationship building

## **Languages**

- English
- Nepali
- Hindi

## **Personal Details**

- Nationality - Nepalese  
Gender - Female  
Date Of Birth - Sep 20, 1994  
Marital Status - Married  
Visa Status - Employment

## **Reference**

- - "References available upon a request."