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| MADAN LUITEL  Burjuman,Dubai,+971589144938  **Email·**[**luitelmadan736@gmail.com**](mailto:luitelmadan736@gmail.com) |
| To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Hardworking and passionate job seeker with strong organizational skills eager to secure position. Ready to help team achieve  Company goals. |

# EXPERIENCE

## NOVEMBER 2021 – CURRENT

**CUSTOMER SERVICE/KITCHEN CREW TRAINER ,** GOLDEN BEE FOOD RESTURANTS LLC(JOLLIBEE)

* Delivering information about a company products and services.
* Answering queries and concerns about a company products or services.
* Processing orders and transaction.
* Resolving issues and handling customer complaints.
* Collecting customer feedback.
* Tracking customer services metrics.
* Responding to customer reviews.
* Working as a part of team.
* Explain new products features to customer.
* Assessed crew member ‘s skills and offer them extra help with any tasks they have problem’s with.
* Responsibilities to great each customer with a smile and ask them how can assist them.
* Train new crew member on all store aspects.
* Ensure quality food preparation and customer satisfaction.
* Train new crew member with standard operating procedures.
* Follow all food safety and sanitation guidelines and procedures.

## SEPTEMBER 2017–FEBRUARY 2021

**CUSTOMER SERVICE OFFICER,** QUALITY COMPUTER

* Helped large volume of customer everyday with positive attitude and focus on customer satisfaction.
* Assisted call-in customers with questions and orders.
* Provided primary customer support to internal and external customers.
* Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
* Initiated investigations into complex or sensitive complaints, identifying solutions swiftly and to customer satisfaction.
* Coordinated solutions for high volume of customer inquiries per day while meeting and exceeding performance quotas.
* Offered basic technical support for clients on wide range of company products.
* Set up service appointments to handle advanced technical concerns of custome

## AUGUST 2015–AUGUST 2017

**CUSTOMER SERVICE CASHIER, KINMEL DEPARTMENTAL STORE**

* Resolved customer complaints and maintained clean and tidy checkout area.
* Enabled customers to feel welcomed, important and appreciated by answering questions about products sold throughout store.
* Maintained customer satisfaction with quick and professional handling of product returns.
* Handled approximately daily credit and cash transactions for customers with accuracy and speed.
* Counted money in drawers at beginning and end of each shift.
* Processed accurate and efficient sales and return transactions to facilitate customer satisfaction.

## NOV-2014

**BUSINESS STUDIES,** COHED COLLEGE

# SKILLS

* Food Safety
* Portion Standards
* Special Requests
* Food Presentation
* Station Preparation
* Order Selection and Preparation
* Customer Loyalty
* Counter Restocking
* Customer Preferences
* Client Support
* Monthly Inventory
* Billing and Payment Processing
* Safe Work Practices
* Shift Work
* Customer Orders Assistance
* Customer Care

# LANGUAGES

* English- Advanced
* Hindi- Advanced
* Nepali- Advanced

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