



## MAHESH BHATTARAI

Barista and Sales and Marketing

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### Summary

Experienced sales and marketing professional with a background in retail and customer service. Proven track record in Hyper Panda Hypermarket, Saudi Arabia, where I honed my skills in sales strategies, customer engagement, and product promotion. Additionally, certified barista training in Nepal has equipped me with expertise in coffee preparation and customer service. Strong communication, teamwork, and problem-solving abilities, with a passion for delivering exceptional service and driving sales growth. Seeking opportunities to leverage my skills in a dynamic and customer-focused environment.

### Languages

English Proficient ●●●●●

Arabic Proficient ●●●●●

Japanese Advanced ●●●●●

Hindi Proficient ●●●●●

Nepali Native ●●●●●

### Experience

HyperPanda Hypermarkey

Sales And Marketing Agent

Abhā, Saudi Arabia

2021 - 2023

Company Description

- Assisted customers in selecting products, providing excellent customer service to enhance their shopping experience.
- Managed product displays, promotions, and in-store marketing campaigns to drive sales.
- Monitored inventory levels and coordinated with the stock team to ensure product availability.
- Conducted market research to understand customer preferences and improve sales strategies.
- Built relationships with customers to increase brand loyalty and repeat business.
- Processed transactions, handled cash registers, and maintained accurate sales records.
- Worked closely with the marketing team to implement new promotional strategies.

### Education

Nawa Jyoti English Boarding Higher School

+2 in Hotel Management

2016

### Key Achievements

Increased Sales Revenue

Implemented effective upselling and cross-selling techniques, leading to a **15% increase in sales** within key product categories. Successfully promoted high-margin products, contributing to overall revenue growth.

Successful Promotional Campaign Execution

Played a vital role in executing in-store promotions and marketing campaigns, resulting in **higher customer engagement and a 20% boost in promotional product sales.**

Certified Barista Training Completion

Successfully completed a professional barista training program in Nepal, earning certification in coffee preparation, latte art, and customer service.

### Skills

Sales Strategy & Execution • Product Promotion • Inventory Management • Coffee Brewing Techniques • Latte Art • Coffee Presentation • Espresso • Cappuccino • Latte • Coffee Bean Selection • Coffee Types • Operating Coffee Machines • Equipment • Flavors • Grinding

### Certification

Certificate of Barista Training