

**MANOJ POUDEL**

**Sales Associate**

**Address**: Ajman, UAE

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**Overview:**

Skilled customer service professional with over 13 years of experience, Dedicated to improving the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and improving brand reputation through serving customers in a truly memorable way.

**CAREER SNAPSHOTS:**

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| 1. **Sales Associate** | **Laxmi shoe Centre Butwal Nepal (Mar 2010 To Feb 2015)** |
| 1. **Sales & Marketing Executive** | **R.S Mobile Traders Butwal, Nepal ( Apr 2015 To Jul 2017)** |
| 1. **Sales Associate** | **LULU Hypermarket LLC (Oct 2017 To Till Date)** |

**Duties and Responsibilities:**

* To handle customer queries & interactions professionally.
* To communicate with customers to ensure product understanding, answer questions, and facilitate conflict resolution.
* To handle properly and correctly registering of transactions in POS-Point of sale system.
* Follow up to ensure relevant actions were taken on clients complaints.
* Share best practices and knowledge with colleagues and teams helping achieve the customer’s satisfaction.
* To overcame client’s objections/rejections to company products and convene them.
* Analyse customer needs and made arrangements adhering to company policies.
* Performs an important role as an individual plus performing in a team to ensure team success.
* Mentor and train the inexperienced teammates & Assist with problem resolution.
* Provide feedback of the customers to the management for improving the services
* Answer moderately complex inquires by customer, refer high level inquires to appropriate staff.
* Look after and provide suggestions for the product inventory to the concerned department as per the customer’s requirements.
* Assist and oversee the opening & closing duties.
* Manage to keep records of customer interactions, transactions, complaints, comments as well as actions taken.
* Communicated knowledge of all products and services to customers.
* Provided high-level customer service and responded to service inquires.
* Promoted current marketing campaigns and promotions.

**Educational Qualifications:**

* Siddhartha Gautam Buddha Campus Butwal, Nepal **+2 (HSEB)** Year: 2010 – 2012

**Trainings:**

* Basic Computer Application at **Peace Computer Institute of Technology.**

**Languages Known**

* English Reading, Writing, Speaking
* Hindi Reading, Writing, Speaking
* Nepali Reading, Writing, Speaking

**Additional Skills:**

* Self-Correspondence.
* Adaptive to change and ability to multi-task.
* Strong team spirit and leadership skills
* Well spoken.
* Resilient and proactive.
* Excellent planning, analytical and problem solving skills
* Strong work ethics

**Computer Skills:**

* MS Excel, MS Word, MS PowerPoint, MS Office

**Personal Details:**

Date of Birth : 23-Jun-1995

Marital Status : Married

Passport No : 07633410

Nationality : Nepalese

Visa Status : Residence

***REFERENCES WILL BE PROVIDED UPON REQUEST.***