



MERKA GHALÉ

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ABOUT ME

A Highly Motivated, Enthusiastic, Optimistic person who has more than 13 years of experience as a STOREKEEPER, PRODUCTION OPERATOR, BAGGAGE LOADER, TROLLY BOY, and Currently as a SALESMAN, CASHIER, MERCHANDISER. Now seeking a long-term careers a Mid-level position in a reputed company like yours.

WORK EXPERIENCE

05/05/2023 – CURRENT Dubai Land, United Arab Emirates

OFFICE ASSISTANT THE AQUILLA SCHOOL

1. Administrative Tasks:

- Answering phones, taking messages, and directing calls to the appropriate personnel.
- Managing and organizing files, documents, and records.
- Handling incoming and outgoing mail and emails.
- Data entry and maintaining databases.
- Managing office supplies and placing orders when necessary.

2. Scheduling and Coordination:

- Scheduling appointments, meetings, and conferences.
- Coordinating travel arrangements and accommodations for employees.
- Assisting in the preparation of meeting materials and documents.

3. Customer Service:

- Greeting and assisting visitors to the office.
- Providing information to clients, customers, or other stakeholders.

4. Support to Staff:

- Assisting colleagues with various tasks as needed.
- Helping with onboarding processes for new employees.
- Coordinating office events or celebrations.

5. Technology and Equipment:

- Operating and maintaining office equipment, such as printers, copiers, and fax machines.
- Basic troubleshooting for office technology issues.

6. Organization and Time Management:

- Maintaining a clean and organized office environment.
- Managing and prioritizing tasks effectively.

7. Communication:

- Communicating effectively with internal and external stakeholders.
- Drafting and editing correspondence, reports, and other documents.

8. Special Projects:

- Assisting in special projects or tasks as assigned by management.

01/07/2021 – 09/04/2023 DUBAI, United Arab Emirates

SALESMAN/ CASHIER/ MERCHANDISER MAJID AL FUTTAIM RETAILS CARREFOUR, DUBA, UAE

1. Customer Assistance and Sales:

- Assist customers in finding and purchasing products/services.
- Provide in-depth product knowledge and communicate features and benefits.
- Achieve sales targets and goals set by the company.
- Build and maintain positive customer relationships to encourage repeat business.

2. Cash Handling and Transaction Management:

- Process customer transactions accurately, including cash, credit cards, and other payment methods.

- Operate and maintain the Point of Sale (POS) system for registering sales and processing returns/exchanges.
- Provide customers with receipts and address inquiries, resolving transaction-related issues.

3. **Stock and Inventory Management:**

- Monitor and replenish stock on the sales floor, ensuring well-presented products.
- Implement planograms and maintain product displays according to visual merchandising guidelines.
- Manage inventory levels, coordinate with stocking and warehouse teams, and rotate stock to minimize spoilage.

4. **Promotions and Product Placement:**

- Implement promotional displays and campaigns to boost sales.
- Determine effective product placement within the store to maximize visibility and sales.

05/04/2017 – 02/01/2020 DUBAI, United Arab Emirates

BAGGAGE LOADER/TROLLEY BOY ETIHAD AIRWAYS GROUND SERVICES, UAE

1. **Loading and Unloading:** The main task involves loading passengers' baggage onto the aircraft before departure and unloading it upon arrival. This process requires physical strength and the ability to handle luggage of various shapes and sizes.
2. **Sorting:** Baggage handlers often sort luggage based on its destination and flight, ensuring that each piece is correctly loaded onto the corresponding aircraft.
3. **Weight Distribution:** Balancing the weight of luggage in the aircraft is essential for the safety and proper functioning of the aircraft. Baggage loaders need to pay attention to weight distribution to maintain the aircraft's balance.
4. **Operating Equipment:** Baggage loaders use equipment such as conveyor belts, tugs, and baggage carts to transport luggage to and from the aircraft. Training on the proper use of this equipment is often provided.
5. **Communication:** Effective communication with other ground staff, pilots, and air traffic control is essential to coordinate baggage handling activities and ensure smooth operations.
6. **Safety and Security:** Baggage handlers must adhere to safety protocols and security measures to protect both themselves and the passengers' belongings. This includes following guidelines for handling hazardous materials if applicable.
7. **Documentation:** Some baggage loaders may be responsible for updating and maintaining accurate records of the loaded and unloaded baggage, ensuring that the correct baggage is loaded onto each flight.
8. **Customer Service:** Baggage handlers may interact with passengers, assisting with inquiries related to baggage and providing customer service when necessary.

10/03/2010 – 01/03/2016 SIKKIM, India

STORE KEEPER/ PRODUCTION OPERATOR GARDENIA BAKERIES (KL) COMPANY SDN.BHD. MALAYSIA

1. **Inventory Management:**

- Receive, inspect, and record items received in the warehouse.
- Keep track of stock levels and reorder supplies as needed.
- Monitor inventory to ensure accurate record-keeping and prevent stockouts.

2. **Storage and Organization:**

- Properly store items to optimize space and facilitate easy retrieval.
- Implement and maintain an efficient storage system.
- Ensure that items are stored safely and securely.

3. **Documentation:**

- Maintain accurate records of all incoming and outgoing goods.
- Generate reports on inventory levels, stock movements, and any discrepancies.
- Use inventory management software to track and manage stock.

4. **Quality Control:**

- Inspect incoming goods for quality and quantity.
- Report and document any damaged or defective items.
- Work with suppliers to resolve issues related to quality or quantity discrepancies.

5. **Order Fulfillment:**

- Pick and pack items for outgoing shipments.
- Prepare and verify delivery orders.
- Coordinate with other departments to fulfill internal or customer orders.

6. **Communication:**

- Collaborate with purchasing and procurement teams to ensure accurate stock levels.

- Communicate with suppliers regarding orders, deliveries, and returns.
- Coordinate with other departments to fulfill their inventory needs.

7. Maintenance:

- Keep the warehouse clean and organized.
- Perform regular inspections to identify and address any safety hazards.

8. Reporting:

- Provide regular reports on inventory status and performance.
- Assist in preparing budgets and forecasts related to inventory.

9. Compliance:

- Ensure compliance with relevant regulations and company policies.
- Implement and adhere to safety protocols and procedures.

10. Problem-solving:

- Resolve any issues related to inventory discrepancies or damaged goods.
- Implement improvements to enhance the efficiency of warehouse operations.
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● EDUCATION AND TRAINING

Kathmandu, Nepal

GRADUATE Tribhuvan University, Nepal

● LANGUAGE SKILLS

Mother tongue(s): **NEPALI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
HINDI	C1	C1	C1	C1	B1
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Powerpoint | Microsoft Excel | Microsoft Office | Social Media | Microsoft Word | Outlook | Zoom | Communication-Skills | Positive attitude and excellent | Work under Pressure | Customer Service & Product Knowledge | Time Management