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# Abhinesh Awaz

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## SUMMARY

Motivated and customer-focused Supermarket Sales Representative with hands-on experience in retail operations, product promotion, and customer service. Adept at managing inventory, assisting customers with purchases, and maintaining an organized sales environment. Certified in Certified Nursing Assistant (CNA), Basic Life Support (BLS), and First Aid, bringing added value through health and safety awareness in customer-facing environments. Studied Counseling Psychology, bringing excellent interpersonal communication, empathy, and conflict resolution skills to enhance customer satisfaction and team collaboration.

## EXPERIENCE

### **Brands For Less, UAE – Sales Representative**

March 2023 – February 2025

- Assisted customers in selecting fashion, footwear, and household products, ensuring high customer satisfaction.
- Maintained in-depth knowledge of current promotions, products, and inventory to support upselling and cross-selling.
- Handled point-of-sale transactions efficiently and accurately using POS systems.
- Replenished shelves, arranged displays, and maintained a clean, organized sales floor.
- Supported stockroom operations including receiving and tagging merchandise.
- Provided excellent after-sales support and resolved customer complaints professionally.

### **Bhatbhateni Supermarket, Nepal – Sales Representative**

August 2018 – December 2022

- Greeted customers warmly and provided prompt assistance to enhance their shopping experience.
- Maintained attractive product displays and ensured shelves were fully stocked and organized.
- Processed cash, card, and mobile payments accurately and efficiently.
- Handled customer complaints professionally to ensure customer satisfaction and loyalty.
- Monitored inventory levels, reported low-stock items, and supported inventory audits.
- Met and exceeded monthly sales targets through effective communication and upselling.
- Managed product returns and exchanges according to store policies, ensuring customer satisfaction.

### **Global Supermarket, Nepal – Sales Representative**

August 2014 – January 2018

- Delivered excellent customer service by assisting shoppers, answering product-related queries, and ensuring customer satisfaction.
- Promoted and upsold products based on promotions, seasonal sales, and customer preferences.
- Maintained knowledge of product ranges, offers, and store policies to provide accurate information to customers.
- Promoted daily deals, new arrivals, and special offers to boost sales and customer engagement.
- Assisted in receiving, unloading, and stocking merchandise from deliveries.
- Followed hygiene, safety, and company guidelines to ensure a clean and compliant shopping environment.

## Skills

- Excellent communication and interpersonal skills
- Active listening and customer needs analysis
- Conflict resolution and complaint handling
- Building and maintaining customer relationships
- Persuasive selling and upselling techniques
- In-depth knowledge of product features and benefits
- Cross-selling and promotional selling
- Adaptability in fast-paced environments

## Certification and Training

- Certified Nursing Assistant (CNA)- Strongpoint Education and training institute, Dubai, 2025
- Basic Life Support (BLS) and First Aid - Strongpoint Education and training institute, Dubai, 2025
- Advanced Excel - Blackhawk Computer college, Kathmandu Nepal, 2024

## EDUCATION

**Trichandra Multiple College, Kathmandu, Nepal** – *Post graduate in Counseling Psychology (March 2018 – February 2019)*

**Pashupati Multiple College, Kathmandu, Nepal** – *Bachelor in Business Studies (June 2010 – February 2017)*

## AWARDS

- Best Employee of the Year – 2021, Bhatbhateni Supermarket