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SKILLS

- Flexible, Effective and Hardworking.
- Timely follow-through and excellent organization skills.
- Highly trustworthy, Efficient and organized.
- Ability to work independently with minimum supervision.
- Interacts well with other people at any level.
- Resource management
- Sales strategy and planning
- Safety management
- Lead generation and prospecting
- Customer Relationship Management
- Employee management
- Health and Safety at Work Act
- Negotiation and closing techniques
- Operations management
- Site policy implementation
- Product knowledge and market awareness
- Engaging leadership style
- Data collection and analysis
- Customer Service Excellence

ADDITIONAL INFORMATION

NIRJALA TAMANG

PROFESSIONAL SUMMARY

Dedicated and results-driven professional with a proven track record of success in sales supervision and administrative management. Leveraging comprehensive leadership skills, adept at directing and motivating teams to exceed sales targets and enhance operational efficiency. Possessing a keen understanding of sales strategies, customer relationship management, and administrative processes. Known for implementing innovative solutions to drive revenue growth and streamline operational workflows. Adept at fostering a collaborative and high-performance work environment while demonstrating strong organizational and multitasking abilities. Seeking to bring a unique blend of sales leadership and administrative expertise to a dynamic organization poised for growth and success.

WORK HISTORY

Sales Consultant

June 2023 to Present

Al Shabeel Travel & Tourism LLC - Dubai, United Arab Emirates

- Cultivated and sustained robust relationships with clients, travel agencies, and corporate clients in order to generate leads and secure bookings.
- Proactively identified potential sales opportunities and advocated for travel packages, tours, and related services to achieve sales targets and optimize revenue.
- Developed an extensive understanding of various travel destinations, attractions, and travel-related services to provide precise information and deliver personalized recommendations to clients.
- Demonstrated a keen grasp of clients' travel requirements and preferences, offering expert advice, customized travel itineraries, and exceptional customer service from booking to the travel experience.
- Aided clients with travel documentation, such as passports, visas, health certificates, and travel insurance, while staying abreast of travel restrictions, entry requirements, and relevant regulations.
- Skillfully negotiated rates, commissions, and special offers with travel suppliers to ensure competitive pricing while upholding profitability. Crafted detailed quotations and proposals for clients.
- Maintained precise sales records, generated sales reports, and analyzed sales performance to identify trends, evaluate the effectiveness of marketing strategies, and implement necessary adjustments.
- Recognized opportunities to upsell additional services, upgrades, and add-ons to enrich the travel experience and boost revenue.
- Executed cross-selling strategies for complementary products, including travel insurance, to enhance the overall travel experience for clients.
- Provided clients with comprehensive assistance during travel disruptions, emergencies, or unforeseen circumstances, offering guidance, alternative arrangements, and steadfast support to ensure their safety and satisfaction.

Sales Supervisor

Feb 2022 to Mar 2023

Kathmandu Civil Mall - Kathmandu, Nepal

- Visa Status: Spousal Visa

LANGUAGES

Nepali – Native

English B2

Upper intermediate

Hindi C1

Advanced

- Successfully increased sales performance by implementing innovative sales techniques and strategies.
- Provided leadership and guidance to sales staff, fostering a high-performance and customer-focused work environment.
- Led the sales team to surpass quarterly sales targets, contributing to a significant increase in overall revenue.
- Conducted regular staff training and performance evaluations to enhance team capabilities and productivity.
- Fostered a positive and collaborative team culture to maximize employee engagement and satisfaction.
- Introduced and executed customer service initiatives resulting in improved customer satisfaction and retention rates.
- Received commendation for outstanding leadership and contribution to the overall success of the department.

Supervisor Cum Administrator Sep 2020 to Nov 2021

Imdaad LLC – Dubai, United Arab Emirates

- Trained staff on expected standards and quality of general cleaning, health, and safety requirements, as well as equipment operation to ensure adherence to best practices.
- Oversaw the maintenance of adequate supplies of cleaning materials and equipment, and orchestrated timely orders to uphold optimal stock levels.
- Effectively coordinated, directed, and supervised cleaning staff in the absence of the Supervisor, adeptly adapting to the demands of the role.
- Established routine inspections to monitor standards of cleanliness and developed and implemented improvement methods to meet evolving business needs
- Implemented routine inspections to monitor cleanliness standards and developed and executed improvement methods to align with evolving business needs.
- Orchestrated daily workflow through task prioritization and precise scheduling, ensuring efficient operations.
- Managed site operations with close attention, effectively maintaining optimal team production levels.
- Upheld the highest quality standards across various tasks, resulting in exceptional finished-project results.
- Led teams by fostering continued productivity to meet and exceed targets.
- Maintained exceptional levels of health and safety in accordance with guidelines, ensuring ongoing staff well-being and company compliance.
- Utilized tools, machinery, and equipment while strictly adhering to safety measures.
- Skillfully managed issues and delays for swift resolution and continued project progress, ensuring efficient and effective operations.

EDUCATION

Intermediate Examination (+2), New Delhi, 23 Jun 2017

High School Examination (10), New Delhi – 26 Jun 2015

CERTIFICATIONS

Basic Computer Course – Dynamic Computer Institute, Nepal

