

Nitisha Baral

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CAREER OBJECTIVE

Motivated sales associate with 3 years of experience boosting sales and customer loyalty through individualized service. Resourceful expert at learning customer needs, directing to desirable merchandise and upselling to meet sales quotas. Committed to strengthening customer experiences with positivity and professionalism when answering requests and processing sales.

PROFESSIONAL SKILLS

- Store opening and closing
- Sales expertise
- Accurate Money handling
- Store Merchandising
- Loss and Prevention
- Product Promotions
- Guest Service.

EMPLOYMENT EXPERIENCE

Mount Everest General Trading LLC, (Dubai, UAE) From November - 2024 Till now

Sales Associates/Cashier

❖ Duties:

- ❖ Proper display accordingly to the company standards,
- ❖ Handle customer issue, resolution and communicate escalated issues to the Line Manager
- ❖ Labelling the products in systematic manners
- ❖ Update and maintain the accurate price change together with price survey.
- ❖ Check the Stock details and maintain the stock level updated.
- ❖ Assist Customer with proper way after sales service, Maintain Customer Relation.
- ❖ Receives and inspects all incoming materials and reconciles with purchase orders; prepare and process reports, documents and tracks damages and discrepancy on order received.
- ❖ Fills supply requisitions; assists buyer to order adequate merchandise and supplies; delivers the merchandising standards by proper implemented planogram.
- ❖ Answers questions regarding procedures and resolves discrepancies regarding receipts, deliveries, warranty, repairs and surplus property.
- ❖ Scanning and bagging items accurately and efficiently
- ❖ Calculating the cost of products or services
- ❖ Calculating and returning change for cash transactions
- ❖ Processing sales transactions and taking payments
- ❖ Processing layaways, returns and exchanges
- ❖ Maintaining clean and tidy checkout and merchandise areas

Bhat-Bhateni Store/Supermarket, Itahari (Nepal) Jan - 2022 to June -2023

Sales Promoter

❖ Duties:

- Listening to what customers want and helping them find the perfect product for their needs.
- Constantly building product knowledge and delivering this knowledge in engaging ways
- Setting up attractive product displays and promotional booths.
- Delivering presentations and demonstrations to customers and other stakeholders

Gorkha Departmental Store (Nepal) March - Nov 2020 to Dec 2021

Sale Associate

❖ Duties:

- Proper display accordingly to the company standards,
- Handle customer issue, resolution and communicate escalated issues to the Line Manager
- Labelling the products in systematic manners
- Update and maintain the accurate price change together with price survey.
- Check the Stock details and maintain the stock level updated.

- Assist Customer with proper way after sales service, Maintain Customer Relation.
- Receives and inspects all incoming materials and reconciles with purchase orders; prepare and process reports, documents and tracks damages and discrepancy on order received.
- Fills supply requisitions; assists buyer to order adequate merchandise and supplies; delivers the merchandising standards by proper implemented planogram.
- Answers questions regarding procedures and resolves discrepancies regarding receipts, deliveries, warranty, repairs and surplus property.
- Cooperating with staffs in order to achieve targets/ goals in day to day base.

EDUCATION AND CERTIFICATION

- ✓ Sukuna Multiple collage, Morang, Nepal
Intermediate in Management

- ✓ Sukuna Model higher secondary school, morang, Nepal
School leaving Certificate

SPECIAL SKILLS

- **Computer & IT:**
Microsoft Office™ (Word™, Excel™)

PROFESSIONAL REFERENCES

- Available upon request