



RG

RAM GURUNG

Professional summary

Customer service professional with 4+ years of specialized experience in premium cinema operations at Cinemacity IMAX. Proven track record in: IMAX theater guest services & crowd management High-volume ticket and concession sales VIP customer relations & conflict resolution Multilingual support (English/Hindi/Nepali)

✉ chaymeygurung@gmail.com

☎ 0561292360

📍 Sharjah, UAE

🌐 Nepali

Work history

Cinemacity IMAX - Customer Service Usher & Concession Specialist

UAE

06/2021 - 06/2025

- Ensured smooth running of shows by managing seating arrangements and ticket checks.
- Handled crowd control during intermissions for smoother transitions between acts.
- Improved theatre safety with regular checks of emergency exits and walkways.
- Checked tickets at entrance, ensuring only valid ticket holders accessed the venue.
- Guided guests during emergencies, prioritising safety above all else.
- Supported box office staff during peak times to reduce wait times for customers.
- Assisted guests to their seats, improving overall customer satisfaction.

Kathmandu Mall - Sales Associate

Nepal

10/2018 - 02/2021

- Managed table settings for optimal dining experience.
- Ensured cleanliness of restaurant area with regular sweeping and wiping.
- Relayed feedback from customers to management for continuous improvement.
- Delivered excellent customer service through friendly and polite interaction.
- Handled payment transactions to guarantee smooth customer checkout process.
- Upheld health and safety standards by regularly sanitising hands and work areas.
- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Delivered food and drinks from kitchen to respective tables to meet timely expectations.

Skills

- Usher duties
- Concession management
- VIP customer support
- Knowledge of film ratings
- POS software knowledge
- Active listener
- Accurate cash handling
- Popcorn making
- Lost and found procedures
- Customer Service

Education

Shree janata higher secondary school

Nawalpur, Nepal

Diploma of Higher Education

Custom

Immediately available

Personal Information

- Nationality: Nepali
- Marital status: Married
- Visa status: UAE Employment Visa (Valid)