



Contact

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Address Union, Deira, Dubai, UAE
Nationality Nepalese
Gender Male
Passport Expiry Oct 26, 2033
Visa Status Employed
Language English
Hindi
Newari - Native
Nepali - Native

Skills

- Pivot Table
- V-Lookups
- Operational Process
- Data Entry
- Adobe Photoshop
- Tally Express 9
- Barista Course
- Attendance Records Preparation
- Leadership Skills
- Customer Service
- Staff Motivation

Activities

- Cashier Training, Dubai, UAE - 14
- Days Barista Coffee Making Course - 24 Days Local
- Tour Guide Training, Nepal - NATHM -90 Days
- Life Insurance Agent Training - MetLife Alico - 21 Days
- Scout Master Basic Training (Stage I) - Nepal scout Association -5 Days
- Sales Training - Samsung - IMS Smart Pvt Ltd
- Accounting Training - Thyaka Saving Cooperative -7 Days
- Graphics Designing Training - Celeron Technology Training Centre-3 months
- Computer Hardware Assemble -Celeron Technology Training Centre -3 month

Rabindra Shakya

Organized and dedicated Administrative with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision-making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in dependent or team environment

Experience

Aug_2022 - Current Carrefour B2B Sourcing Coordinator

Key Responsibilities & Duties

- Creating new item code, updating prices (Selling and Purchase).
- Providing quotation prices to sales coordinator and sales executives.
- Manage inventory (Low stocks, near expiry, less moving items) and inform sourcing Manager.
- Coordinate all corrective action plans with COG Suppliers.
- Ordering demanded and low stock items through logistic department.
- Establish and develop key supplier relationships.
- Organizational skills necessary to handle multiple tasks and reports and complete them within deadlines.
- Ability to think analytically and plan strategically to the needs of the business

Aug_2021-Aug_2022 Carrefour Now Administrative Officer

Key Responsibilities & Duties

- Facilitated and processed incoming calls and emails, distributing relevant information to necessary departments.
- Maintained high standards of accuracy and quality in data entry and record keeping. Offered excellent customer service to colleagues and external representatives.
- Updated project plans to track KPI and milestone delivery.
- Developed and improved administrative procedures for team of 10 pickers.
- Handled diary management for smooth-running administration processes.
- Established workflow processes and implemented modifications to improve administrative operations.
- Monitored office inventory supplies, re-ordering for service provisions.
- Coordinated work of 10 clerical team members to consistently meet office needs.
- Scheduled staff and delegated assignments to adequately cover operational and project requirements.

Nov_2018 - Aug_2021 Carrefour Market Central Cash Office (CCO) In charge

Key Responsibilities & Duties

- Follow G-I-A-T, Greet, Inform, Ask and Thank.
- Facilitated smooth and efficient store operations through effective cash management, including drawer preparation, loans, deposits, cash pickups Morning Shifts and Closing Shifts.
- Created a daily checklist for cashiers to ensure all tasks were completed accurately to meet daily performance targets.
- Minimized wait times by [3-5] minutes per customer through effective management of open lanes according to customer flow and store traffic patterns.
- Created a positive environment of teamwork, mutual respect and morale.
- Performed POS, Telnet trainings for new CCO In charge colleagues.
- Approved customer refunds and exchanges upon close item inspection
- Mentored staff on handling and resolving customer concerns.

Education

■ MOLIHSS 2012 Higher Education in Business Management	MANIPAL UNIVERSITY OF JAIPUR BBA	RUNNING
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Projects

Community Service Projects

- **Thyaka Sudhar Community Project coordinator in Women empowerment 'Learn Today and Do Tomorrow'**
 - Bakery Training -1 week
 - Bag making Training - 4 days
 - Public Speaking. 1 week
- **Rotaract Club of Metro- City Project coordinator in Library Setups in Village School in associates with Rotary Club of Metro-**
- **City. Thyka Sudhar Community, Program coordinator Community Cleaning and hygiene Campaign**
- **Rotaract Club of Metro-City , Program Coordinator- Blood donation programs.**

Participations

- **Bhassara Juniour Red Cross Society.**
- **Bhassara Sec School - Scout Teacher.**
- **Rotaract Club of Jawalakhel**
 - Bakery Training -1 week
 - Save Area Project Director
- **Rotaract Club of Metro-City.**
 - Secretary -2 years
 - Club Service Director
- **Nepal Blood Bank – Executive Member**
- **Lalitpur Mobile Phone Distributor Association - General Member.**

Reference

Will be provided upon request.