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To work in a multinational environment for a different role leads to increase responsibility and career advancement for personal growth, my strongest asset is my motivation to drive any target and a friendly attitude to adapt to almost any milieu.

An articulate, presentable individual who can thrive in any fast paced and target based work environment. Possessing the ability and confidence to contribute to the smooth running of a company and possessing the 'can do' attitude required to be able to get things done. I can communicate well with the customers and demonstrates a helpful attitude at all times in business. I am polite and professional with excellent customer services skills, and is experienced at having appropriate till Point Conversations with every customer to increase the average transaction value. I have a flexible and positive approach to everything I do and am able to work effectively on my own and as part of a team. I have currently applied for the designation of a 'Posted Vacancy' where I can explore my experience for this job role.

#### **Professional Synopsis**

- Able to work hard on all challenging circumstances.
- Believes in teamwork and can prove excellent team player yielding synergy effect.
- Known for strength in learning things quickly and mastering the same.
- Excellent communication skills which are helpful in better work understanding.
- Self-motivated and vigorous to undertake new and challenging assignments.
- Able to work under pressure and capable of meeting deadlines.

#### **Responsibilities in Warehouse Operation-Fleet**

- Responsible for loading, offloading trucks, receiving products, packing-labeling and put-away of all inbounds, picking items for customer & store delivery in daily basis.
- Assists in the transportation of orders and returns between the warehouses and stores (where applicable).
- Monitor Inventory Levels and replenishing stocks.
- Develop and implement Inventory control systems with practices.
- Co-ordinate stock transfer, deliveries, tag and processing.
- Forecast supply & demand requirements to ensure stock availability.
- To track inbound and outbound to prevent overstock and out of stock (OOS).
- Maintain records of purchase order, pricing report and inventory.

#### **AREAS OF EXPERTISE**

Warehouse-Operational (Inbound-Processing-Dispatch) Activities  
Inventory Control Accuracy  
Ecommerce knowledgeable.  
Logistics-Shipping (Dubai Portal).  
Retail-Store Management.  
WMS/ILS/OMS user  
Merchandising.  
Customer Centric  
Cost Efficiency  
Organizational skills  
Key Performance Indicator

## **PERSONAL SKILLS**

Industrious  
Diligent  
Self-motivated  
Enthusiastic  
Resilience  
Adaptable  
Data driven  
Honest  
Co-operative  
Strategic  
Result oriented  
Resourceful  
Trust worthy  
Solutionist  
Effective communication  
Customer Interaction.  
Customer satisfaction.  
Constructive decision.  
Team oriented.

- Review purchase orders and shipping documents to ensure accuracy.
- Track and fix Shipping errors with necessary arrangement.
- Prepare Bill and Invoices.
- Assist in distribution management and shipping budget.
- Oversee daily Fleet operation schedule and dispatch vehicles to ensure efficient timely service.
- Implement maintenance plan for all vehicle to minimize downtime and extend lifespan of fleet.
- Monitor and manage fuel consumption cost with strategy to reduce expense and improve efficiency.
- Ensure compliance with all government regulations and company policies regarding vehicle operation safety.
- Handle performance evaluation of fleet drivers, promoting culture of professionalism.
- Develop and manage Fleet budget, including forecast expense and cost saving opportunities.
- Ensures customer need, complaints resolve and customer service with exceptional standard, identifies current-future customer requirement.
- Planning, managing logistics warehouse transportation, documentation and customer service.
- Optimization and coordination of full order cycle.
- Liaise and negotiate with suppliers and customers.
- Drives a culture of feedback and train in business/department, identified development needs for employee's improvement.

## **Experience**

- **“Alshaya Group”- Dubai** (Since 22-Oct-2013 in Operational Activities Inventory, Dispatch, Documentation, Customer service, Fleet till 25-Apr-2024)
- **“UFO” Fashion Store-Kathmandu, Nepal** (Worked as Shop Floor Sales Executive from 15-Nov 2010 till 25-March2013 and worked as Storekeeper from 15-May 2004 till 30-Nov-2006).
- **“QATAR Airways (Aviation Services)”-Doha, Qatar** (Worked in Customer Service from 26 -Dec 2006 till 30-May 2010).
- **“GREEN NORTH POINT ENGLISH SCHOOL”-Biratnagar, Nepal** (Worked as a Secondary level teacher from 22-July 2001 till 21 April 2004).

## **Training & Seminars**

- Customer Care and Service on shop floor.
- Ramp Safety Awareness Course.
- Aviation Service Security Training.
- Secondary Level Teacher Training.

## **Educational Qualifications**

- S.L.C from His Majesty's Government Board, Nepal.
- Pre degree (+2 in Commerce stream) from Higher Secondary Educational Board, Nepal.
- Bachelor Student

**ABLE TO JOIN IMMEDIATELY**