



Arun Timalisina

📍 **Home** : 59/52 Satdobato , 14, 44600, Lalitpur, Nepal

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Gender: Male **Date of birth**: 09/03/1997 **Nationality**: Nepalese

ABOUT ME

Experienced professional with 6+ years in sales, customer service, and merchandising. Proven track record in exceeding sales goals, enhancing customer experiences, and optimizing merchandising strategies. Skilled in adapting to dynamic markets, fostering relationships, and collaborating for operational excellence. Ready to bring my expertise to contribute to innovative and successful teams.

WORK EXPERIENCE

[16/04/2023 – Current]

Customer service assistance and merchandiser

Spinneys Abudhabi Llc <https://www.spinneys.com/en-ae/>

City: Abudhabi | **Country**: United Arab Emirates | **Email address**: support@spinneys.com | **Name of unit or department**: Produce | **Business or sector**: Other service activities

- Greet and engage customers, providing product information and assistance.
- Recommend products based on customer preferences, aiming to boost sales.
- Process transactions accurately, handling payments and issuing receipts.
- Ensure shelves and racks are well-stocked, organized, and visually appealing.
- Maintain store cleanliness and organization to create a pleasant shopping environment.
- Address customer inquiries, concerns, and complaints professionally.
- Acquire in-depth product knowledge to effectively assist customers.
- Design visually appealing product displays following brand guidelines.
- Rotate stock to ensure older products are pushed forward and newer stock is at the back.
- Monitor inventory levels and communicate with management for restocking.
- Set up displays for promotions, special offers, and seasonal events.
- Optimize available space to showcase products without overcrowding.

[01/03/2017 – 31/01/2019]

Sales assistant

Yesoda Plastics

Address: Satdobato -14, 44600, Lalitpur , Nepal | **Email address**: naulo.kingsroad@gmail.com | **Business or sector**: Other service activities

- Greet and assist customers with product inquiries and recommendations.
- Process transactions accurately, handling payments and returns.
- Maintain store organization and appealing product displays.
- Upsell products to enhance sales revenue.
- Collaborate with the team to meet sales targets.
- Provide excellent customer service and address feedback.

[03/2019 – 02/2023]

Food and Beverage Attendant

Naulo Restaurant Pvt.Ltd www.Naulo.com.np

City: Lalitpur | **Country**: Nepal | **Email address**: heldymandora@gmail.com | **Business or sector**: Accommodation and food service activities

- Setting up marquees, arranging tables and assisting with the preparation of event spaces.
- Greeting guests as they arrive at the venue, directing guests to tables, Providing menus and taking orders.
- Delivering food from the kitchen to guests at the table or to a self-service area.
- Assisting Chefs by washing vegetables, assembling sandwiches, sourcing ingredients from the stock room
- or plating up dishes.
- Keeping any bar and drink service areas fully stocked with beverages.
- Taking drinks orders and serving drinks to guests at their table or throughout the venue.
- Opening wine bottles at the table and pouring drinks for guests.
- Wiping down tables and chairs, removing rubbish and clearing event spaces.

EDUCATION AND TRAINING

[29/06/2013 – 29/11/2015]

Higher secondary school (+2)

Caspian valley college <https://caspian.edu.np/>

Address: Kumaripati 19, Lalitpur, 44600, Lalitpur, Nepal | **Field(s) of study:** Services:
• *Hotel, restaurants and catering* | **Final grade:** 54.10%

[13/05/2016 – 16/08/2016]

Web designing and hosting

Aptech computer education <https://www.aptechlalitpur.com/>

Address: Ratna lok bhawan, Kumaripati, Lalitpur, 44600, Lalitpur, Nepal | | **Final grade:** A

LANGUAGE SKILLS

Mother tongue(s): Nepali

Other language(s):

English

LISTENING B2 **READING** C1 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Hindi

LISTENING C2 **READING** C2 **WRITING** C2

SPOKEN PRODUCTION C2 **SPOKEN INTERACTION** C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Internet, E-mail and Social Media | Using devices and handling information
communicating and being safe and responsible online | Handling Information & Content

SKILLS AND QUALIFICATION

Skills

- Excellent customer service
- Effective communication
- Sales techniques (upselling, cross-selling)
- Product knowledge
- Active listening
- Teamwork
- Time management

- Problem-solving
- Adaptability

PASSPORT DETAILS

Passport details

Passport Number : PA0050153

Date of issue : 07 july 2022

Date of expiry : 06 july 2032

I solemnly declare the information mentioned here in is true and correct to the best of my beliefs.