

# Bibek Bhattarai



Phone  
**0589512353**

Date of Birth  
**15 December 1995**

Address  
**Rolla Street, Bur Dubai**

## OBJECTIVE

Looking for an opportunity in a results-driven workplace. Motivated team player with a proven track record of providing a fast checkout while maintaining high levels of accuracy and customer service. Quick to learn new technology and develop in-depth product knowledge. Verifiable reliability, including weekend and night shifts

## SKILLS

- Communication with multiple languages like English, Hindi, Nepali and Urdu
- Computers and Microsoft Office (Outlook, Word, Excel), Accounting Software Tally
- Listening & Decision Making
- Planning and organizational skills
- The ability to achieve targets even if put under pressure.

## CONTACT

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## VISA STATUS

Visit Visa

## INTERESTS

- Active participation in Cricket and Football Matches
- Watching IPL, Big Bash Australia, PSL, Champions league , Laliga,
- Cooking, Tracking, Swimming, Travelling
- Coffee Lover

## LANGUAGE

- English
- Hindi
- Nepali
- Urdu

## EXPERIENCE

**August 2018 -  
July 2022**

### **Avivo Group of Company , Al Barsha, Dubai**

Customer Service Assistant

- Handling incoming calls and other communications as well as perform receptionist duties when needed
- Greeting clients and visitors as needed
- Creating, maintaining, and entering information into databases.
- Organize office and assist associates in ways that optimize procedures.
- Sort and distribute communications in a timely manner.
- Create and update records ensuring accuracy and validity on information.
- Schedule and plan meetings and appointments.
- Monitor level of supplies and handle shortages.
- Resolve office-related malfunctions and respond to requests or Issues.
- Coordinate with other departments to ensure compliance with established policies.

**February 2014 -  
April 2016**

### **Saleways Departmental Store , Kathmandu, Nepal**

Sales Associates

- Greeting customers, responding to questions, providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store and Increasing in store sales.
- Superior product knowledge.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

## EDUCATION

**2022**

### **Brilliantz Institute of Management Studies, Dubai ( Affiliated with Jaipur National University, Jaipur, India)**

Bachelor of Business Administration

**2013**

### **Brilliant Higher Secondary School , Kathmandu, Nepal**

Diploma in Commerce

## ACHIEVEMENTS & AWARDS

Employee of the month in Avivo Group in July 2019

Winner in intra college football match 2011

Certificate of Appreciation from Municipality for involving in City clean Program 2010