



ROJINA TANDUKAR

Executive Assistant

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Dubai, Toyota building, Opposite Dubai metro station

rojinatandukar5@gmail.com

Additional

Passport number : 12119683

Visa Status : Tourist visa

Work experience

2022-04 - 2023-08

Cashier

Almaya supermarket llc

- Provided exceptional customer service by managing and informing customers about various products, resulting in increased customer satisfaction and repeat business.
- Handled cash transactions and processed payments accurately and efficiently, ensuring the smooth operation of the cashiering process.
- Consistently achieved and exceeded sales targets by maximizing customer-oriented sales techniques and promoting additional products or services.
- Exceeded customer service standards, providing a positive and memorable shopping experience for customers.

2020-09 - 2022-03

Manager

Skin life and Nail Art clinic

- Provided personalized consultations to clients, understanding their needs and offering tailored services, resulting in high customer satisfaction and repeat business.
- Maintained consistent and clear communication with clients and staff members, avoiding industry-specific jargon and ensuring understanding by all parties.
- Demonstrated a strong focus on continuous improvement and professional development, staying updated with industry trends and best practices in management.

2018-10 - 2019-10

Manager

Durbar Guest house

- Successfully managed all aspects of Durbar Guest House, including booking and managing client reservations, facilitating personalized preferences, and arranging various tourism activities.
- Led a team of staff members, effectively managing their tasks and ensuring a high level of customer service and satisfaction.
- Provided comprehensive information and guidance to foreign clients regarding local laws, regulations, and required documents, ensuring a smooth and compliant experience.
- Organized and coordinated trekking, camping, and other tourism activities, ensuring a seamless and enjoyable experience for clients.

2010-01 - 2016-11

Counselor

Green Apple International Educational Foundation Pvt. Ltd.

- Managed and organized documents for student visas and educational certificates, ensuring accuracy and timeliness in all administrative tasks.
- Maintained clear and effective communication with candidates, addressing their concerns and providing guidance throughout the application process.
- Developed a deep understanding of various educational systems and institutions, enabling personalized recommendations for students based on their individual needs and aspirations.
- Utilized action-oriented language to highlight proactive contributions, such as 'ensured compliance' and 'facilitated smooth processes'.

2007-09 - 2008-03

Counselor and Telemarketer

Aptech

- Provided first-hand basic computer information to visitors and interested candidates, ensuring they had a clear understanding of the courses and their benefits.
- Motivated students and assisted them in selecting career-oriented courses that aligned with their interests and goals.
- Demonstrated excellent communication and interpersonal skills, effectively engaging with potential customers and addressing their queries and concerns.
- Maintained professionalism and a positive attitude, fostering a supportive and encouraging environment for students and colleagues.

Education

- 2007-01

Tribhuvan university

Tribhuvan university

2007

Under graduate in Business Management

Objective

Dedicated Customer Service Professional with practiced interactive skills to deliver premium customer service to clients. Offering collaborative and adaptive skills to work seamlessly with team members in a fast-paced environment to drive the attainment of collective goals.

Skills

English	10	Hindi	10
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Nepali	10		
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