

**SUDARSHAN RAI**

**Tourist Club Area, Abu Dhabi, UAE**

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# SUMMARY

Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking leverage strong target achievement to progress within growing company.

# SUMMARY OF SKILLS

* 5+ years of experience of customer services
* Safe Food Handling
* Stock management
* POS System proficiency
* Stock handling techniques
* Able to work at a fast-paced environment
* Latte Art and milk steaming
* Coffee Bean Grinding
* Espresso Machine & Tamping
* Food Inventory Management

# CAREER HISTORY

# TALABAT DELIVERY BOY (RIDER)

* Currently working in TALABAT since 2023 jan to till now.

***STORE ASSISTANT***

WORKED in Delivery Hero D.B. LLC 2021 January to 2022 November

* Monitor inventory of supplies on hand.
* Uphold the company’s brand and the high professional standard.
* Handle safely and delicately the items and products in a store.
* Picking order on time.
* Follow FIFO.
* Comparing purchase orders with invoices and packaging lists.
* Receiving and signing for deliveries.
* Processing returns for incorrect or unsatisfactory item.
* Updating inventory with received items.
* Maintaining records of orders, delivery details, etc.

***Worked in The Icon Restaurant as a Barista since 2019 April to 2020 May , UAE.***

***Worked in* Havana café & Restaurant as a Barista *2017 April to 2019 March UAE.***

* Provided fast, courteous customer service.
* Maintained clean and sanitized workstation.
* Updated signage and displays to attract customers.
* Discussed beverage items, make suggestions, and answer any inquiries.
* Packaged food and beverages for sale.
* Worked in as part of a fun, high-energy team.

# EDUCATION

* Shree Narayan Higher Secondary School, Nepal 2010.

# LINGUISTIC ABILITIES

* English
* Hindi
* Arabic Basic
* Malay

# Driving skills

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| * Driving license | : Valid and Motor Bike (Manual) |
| * Place of issue | : United Arab Emirate, Abu Dhabi |
| * License No | : 2811103 |
| * Date of Issue * Date of Expiry | : 08-09-2022  : 07-09-2024 |

# PASSPORT DETAILS

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| * Passport No. | :10107276 |
| * D.O.B | : 4thJuly, 1992 |
| * Marital Status | : Married |
| * Visa Status | : Emplyoment Visa |