



# Sanjaya Narayan Shrestha

## IT Assistant, SALES ASSOCIATE & CASHIER

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### PERSONAL PROFILE

Nationality: **Nepalese**  
Civil Status: **Married**  
Date of Birth: **01<sup>st</sup>-July-1993**  
Passport Number: **PA1308196**  
Passport Expiry Date: **25 -Feb-2033**

Known Language: **English, Hindi, Nepali**  
Availability to work: **Immediately**  
Current Visa Status: - **Visit Visa**  
Address: **AL Baraha, Deira, Dubai**

**CAREER SUMMARY:** - As an Enthusiastic IT assistant, Sales Associate & Cashier with a proven track record of delivering exceptional customer service in a fast-paced retail setting, I am well-versed in best practices and possess strong organizational skills. My effective communication abilities have consistently ensured that every customer receives personalized attention and feels valued.

Seeking an opportunity in Dubai's vibrant retailer and hypermarket sector, I aim to further develop my career and expertise in customer service. By establishing meaningful connections with each customer, I strive to create a memorable shopping experience. My dedication to staying informed about the latest product offerings not only enriches customer interactions but also minimizes inventory discrepancies, thereby upholding the brand's reputation.

My proficiency in sales promotion support and retail merchandising has been instrumental in driving my accomplishments. With a commitment to excellence and a passion for enhancing customer satisfaction, I am eager to contribute to a team that prioritizes customer-centric values and operational efficiency in Dubai's dynamic retail landscape.

### WORK EXPERIENCE

**IT Assistant/Sales Associate/Cashier** (Bhat-Bhatenni Supermarket & Departmental Store, Pokhara, Nepal) (Jul 2012 TO May 2014).

Responsible for welcoming customers to the store, communicating with them, helping them, and generally making their shopping trip memorable. Also, supported the store in meeting its sales targets by recommending products to the customer and ensuring the shelves are stocked with everything customers wanted to buy.

- ❖ Kept the store clean and presentable for trading.
- ❖ Ensured the shop floors are correctly replenished at all times.
- ❖ Ensured the correct display, cleanliness, and tidiness of merchandise and promotions.
- ❖ Displaying and organizing products in a store for the customers to locate easily.
- ❖ Showed interest in every customer's needs.
- ❖ Resolved customer complaints in a sensitive and polite manner.
- ❖ Accepted stock deliveries and processed them.
- ❖ Keep the track of inventory.
- ❖ Recommended additional products to customers.
- ❖ Maintaining the outlook of the store through dusting, cleaning, and restocking.
- ❖ Merchandise on the shelves.
- ❖ Monitoring and maintaining computer systems and networks.

- ❖ Troubleshooting technical issues and providing IT support
- ❖ Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- ❖ Helping customers in billing and payment processes at the stores counter.
- ❖ Proven ability to answer customer's questions & give information regarding the business procedure & policies in an exact and customer-friendly way.

**Supervisor** (GhamPani Market, Pokhara, Nepal) **(Mar 2018 TO Dec 2022).**

### **KEY SKILLS**

- |                                  |                          |
|----------------------------------|--------------------------|
| ❖ Customer service               | ❖ Promotions set-up      |
| ❖ Focused on achieving set goals | ❖ Flexible & team player |
| ❖ Up-selling                     | ❖ Brand Knowledge        |
| ❖ Till Work                      | ❖ Time Optimizations     |
| ❖ Digital Skills                 |                          |

### **Retail Abilities**

- ❖ Can assist customers with queries in a professional, courteous, and friendly manner.
- ❖ Possess good knowledge in retail industry.
- ❖ Maintained an updated knowledge of products in the store.
- ❖ Great at teamwork.
- ❖ Acknowledged all customers as they entered the store.
- ❖ Able to keep an eye for any unsafe/illegal procedures and immediately report to the management.
- ❖ Upheld the brand as represented to the required standards.
- ❖ Kept the area secure by reporting possible hazards to my supervisor/management.

### **COMMUNICATION**

- ❖ Excellent verbal & written communication skills.
- ❖ Dedicated & carefully maintained high levels of accuracy & strong attention to detail.
- ❖ Fluent in English, Hindi & Nepali.

### **ACADEMIC QUALIFICATIONS & TRAINING**

- ❖ Proficiency Certificate Level (PCL) of HSEB from New Model Higher Secondary School Pokhara, Kaski (Nepal)
- ❖ Diploma in Software Application and Professional Computing from system Solution and Information (P.) Ltd. (SSI)
- ❖ Diploma in Graphic Designing Training from ICS Pokhara

### **COMPUTER**

- ❖ Good in MS Word, Excel, PowerPoint & Outlook

### **CHARACTER REFERENCES**

(Available upon request)

I hereby declare that all the data included in my Resume is true and accurate to the best of my knowledge.

Respectfully yours,

**Sanjaya Narayan Shrestha**