

Somesh Shakya

+971554532121
Dubai, UAE
ryukshakya16@gmail.com

To,
The Manager
Dear Sir/Madam

I am an accomplished professional with **3 years of experience Retail Sales/Customer Service and 1 year of experience in Hospitality in Nepal**. Currently I am in Dubai in **Visit Visa valid till 20th Aug 2023**.

My career has provided me with the opportunity to work in areas of **Retail Sales, Customer Service and Hospitality**.

I believe I can make the right candidate – the one you are looking for the position of simply because I have the motivation to work, experiences of working with people and for the people and then, the passion to excel in whatever I do. Having worked with sales division for 3 years and then 1 year in hotel industry field, it has not only inspired me with the science and art of pleasing the people but has also convinced me that this proximity has an in-built job satisfaction. For I am aware, that it needs both heart and mind to keep together to be an inspired employee. Should I get a chance to work with you, I will put all my earnest efforts.

I do hope you find my background and experience to be of serious interest and would welcome an opportunity to discuss my application further in an interview.

I can be reached at +971554532121
Or ryukshakya16@gmail.com

Thank You,
Yours's Sincerely,
Somesh Shakya

**Mobile:**

+971554532121

Address:

Al Barsha 1, Dubai, UAE

Email address:

ryukshakya16@gmail.com

Area of Expert:

- Retail Sales Handling
- Customer Service
- Client Management
- Beverage Making

Professional Qualification:

Higher Secondary Level (+2), 2019
Kathmandu, Nepal

Personal Detail:

DOB: 10th Dec 2001

Nationality: Nepalese

Marital Status: Single

Languages Known:
Nepali, English and Hindi

Passport No.
11936330

Valid Till: 10th August 2030

Visa Status: Visit Visa
Valid Till: 20th August 2023

Professional Summary

- A seasoned and accomplished Operations and Management professional with 3 **years of experience in Retail Sales and Customer Service.**
- Dynamic career with 1 **year of experience in Hospitality Industry.**
- Proactive Team Leader & planner with expertise in identifying, acquiring, negotiating and on boarding and managing day to day operational task.

KEY SKILLS AND COMPETENCIES:

- Highly motivated, confident and with constructive approach to problem solving and quick to learn new concept and skills.
- Exceptional communication skills, quick learner and able to adapt new technology.
- Adaptable, flexible has the ability to work in pressure.
- Good presentation and negotiation skills coupled with knowledge and familiarity with all parties in the business chain.
- Excellent and a large knowledge in Sales & Marketing.
- Ability to identify and implement new procedures and processes.
- Vast experience of working with a range of external suppliers.
- Excellent judgement and decision making.

Career History**Barista****Ristretto Barista Cafe, Kathmandu, Nepal**

Date: April 2022- May 2023

Duties and Responsibilities:

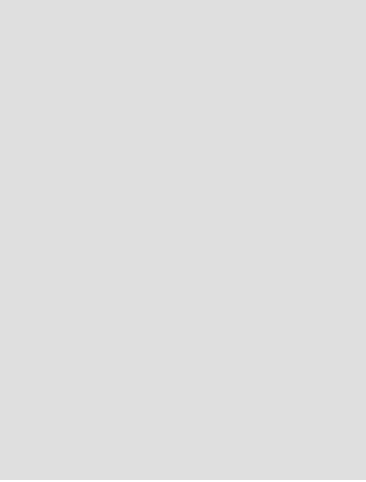
- Preparing and serving hot and cold drinks such as coffee, tea, artisan and specialty beverages.
- Cleaning and sanitizing work areas, utensils and equipment, seating areas.
- Describing menu items and suggesting products to customers.
- Servicing customers and taking orders.
- Ordering, receiving and distributing stock supplies.
- Receiving and processing customer payments.

Sales Representative**Guitar Shop, Kathmandu, Nepal**

Date: February 2019 Till March 2022

Duties and Responsibilities:

- Identifying business opportunities by identifying prospects and evaluating business need.
- Assembling and setting up all merchandise items, displays on shelves and promotional items as per the prescribed standards of the company.
- Attending customer inquiries and making customer satisfaction & dealing with comments and complains.

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- Ensuring the relevant products not fall sort of display and advising the supervisor on the movement of items including fast, slow and non-moving products.
 - Maintaining relationships with customer by providing support, information and service improvements.
 - Identifying product improvements or new products by remaining current on industry trends, market activities, and competitors.
 - Maintaining quality service by establishing and enforcing organization standards.
 - Contributing to team effort by accomplishing related results as needed.

I hereby confirm that the above information is true and correct with the best of my knowledge.