

Sunil Badal

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Experienced Sales, Customer Service, and Hospitality Specialist with a strong ability to build client relationships, exceed targets, and create memorable customer experiences. Skilled in addressing customer needs, resolving issues promptly, and delivering a high standard of service that fosters loyalty and satisfaction.

Experience

2023 AUGUST – PRESENT

Sales and Front Desk | Foodland Restaurant | Jabal Ali Free Zone, Dubai

- Greeted and assisted customers, creating a welcoming environment.
- Managed bookings and maintained accurate records.
- Resolved customer inquiries and issues promptly.
- Exceeded sales targets through effective promotion and upselling.
- Processed payments and maintained the front desk area.
- Coordinated with departments to enhance service quality

FEBRUARY 2022 – APRIL 2023

Sales and Marketing | XELWEL INNOVATION | Kathmandu, Nepal

- Developed strategies to boost brand awareness and sales.
- Managed customer relationships and provided personalized service.
- Conducted market research to identify trends.
- Created marketing materials and coordinated events.
- Collaborated on product launches and met sales targets.

MAY 2016 – MAY 2019

Protection and Psychosocial Support Officer | Caritas Nepal | Kathmandu, Nepal

- Assessed protection needs and provided tailored support.
- Developed psychosocial support programs to enhance well-being.
- Coordinated with local organizations to improve protection services.
- Trained staff and volunteers on protection and support techniques.
- Monitored program effectiveness and adjusted strategies as needed.

JUNE 2013 – APRIL 2015

Public Relation Officer | ZESTH Ideology School | Kathmandu, Nepal

- Managed communication between the school and parents, students, and the community.
- Developed and distributed press releases, newsletters, and promotional materials.
- Organized events to enhance school visibility and community engagement.
- Responded to inquiries and resolved issues related to school policies and events.
- Maintained the school's social media presence and updated the website

Education

Higher secondary level

Science and Technology | Tribhuvan University | Kathmandu Nepal

Skills

- Customers service skills and knowledge
- Excellent verbal and written communication
- Ability to establish and maintain positive relationship with clients and stakeholders
- Experience in driving sales and achieving targets through effective strategies
- Good computer skills
- Skilled in handling inquiries and resolving issues calmly and efficiently
- Ability to collaborate effectively with colleagues to achieve common goals

Interests

- Community services
- Networking events
- Travelling
- Reading
- Cooking or Food Enthusiasm

Career goals

Dedicated professional with a background in sales, public relations and community services, seeking to leverage my strong communication and relationship-building skills in a dynamic role focused on enhancing customer experiences and community engagement. I aim to contribute to an organization's success while pursuing opportunities for professional growth and development in the hospitality and public relation sectors.