



Sushan Bhujel

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Summary

- Experience of 5 year plus in customer service role like ground staff and rides operator with proven success in managing customer service inquiries and solving product issues with efficiency. Having an extensive knowledge in safety and maintenance operations and also with high customer satisfaction rates. I have contributed the company success through my dedication and with my service excellence.

Skills

- Leadership and risk Management
- Communication and marketing
- Product sales and payment processing
- Time management and scheduling
- Emergency medical services

Experience

- **THE DUBAI BALLOON, DUBAI** 12/2022 - Present
GROUND CREW
 - Greeting all the guest and providing assistance through the que-line until the ride.
 - Preparing a safety briefing for the guests in the holding zone before they fly in a balloon.
 - Upselling the tickets and merchandise items as per the promotions.
 - Assisting the team leader as per the requirements in inventory, schedule and daily report.
 - Demonstrated flexibility in daily responsibilities by adapting to changing weather conditions or emergent project needs.
- **FERRARI WORLD ABU DHABI** 02/2020 - 11/2022
RIDE OPERATOR
 - Communicate with the manager to discuss ride maintenance or repair issues.
 - Serving the guests with enthusiastic, helpful demeanor to promote positive, memorable experiences.
 - Screening the guests for specific ride criteria, refusing patrons for not meeting height requirements.
 - Checking the seatbelts of all riders to maximize safety and manage risk.
 - Cleaning the rides to mitigate spread of germs by wiping down handles and removing trash.
- **IMG WORLDS OF ADVENTURE, DUBAI** 07/2018 - 02/2020
RIDE OPERATOR
 - Maintained an up to date knowledge of ride operations, policies and procedure
 - Maintained cleanliness and order of the ride area and surrounding areas
 - Monitored guest on rides to ensure a safe and enjoyable experience
 - Following all safety protocols and maintained the highest level of safety
 - Inspected and maintained ride equipment daily to ensure optimal performance

Additional Information

Cross training as a Operation Team Leader (THE DUBAI BALLOON)
Cross training as a warehouse Storekeeper (FERRARI WORLD ABU DHABI)

Education

- **Amity secondary school, Birtamode, Nepal** 2017
Business Management

Languages

- English
- Hindi
- Nepali