

CURRICULUM VITAE

Personal Information

Name: BIKASH RIMAL
Address: Bur Dubai
Contact Number: +971 56 8505 302
E-mail: bikashrimal529@gmail.com
Nationality: Nepali
Passport Number: 08578764
Expiry Date: 05-Mar-2025
Language: English, Nepali & Hindi



Profile

I am an enterprising young professional intending to continue my development as a consultant. I think in terms of results and objectives, I am enthusiastic, and I work with decisiveness and conviction. I have a proactive attitude and find positive ways to stimulate and engage with people.

Objective

I am seeking a position in your company where I can utilize my Customer Service skills, the duties of a Sales, Promoter or Cashier while driving overall success & profitability.

Summary of Qualifications

- A 12 plus-years of experience relating to customer service handling
- Excellent knowledge of modern office practices & procedures
- Exceptional ability to enter data accurately & efficiently into appropriate data system
- Immense ability to establish & maintain effective working relationships with those contacted in the course of work
- Knowledgeable with the duties and responsibilities of a Sales & Cashier.

Educational Attainment

Higher Secondary School Level

Nuwakot Aadrsha Campus, Nuwakot, Nepal

Work Experience

Falcon City Market (Dec 2021 – Present)

FMCG SUPERVISOR / PURCHASER / PROCUREMENT ASSISTANT

Duties and Responsibilities:

- ☐ Develop, implement, and manage a sale, marketing, and merchandising strategy to achieve profitability and market share objectives
- ☐ Communicate with and motivate employees and customers, resolving issues and initiating corrective action
- ☐ Ensure a safe and clean work environment
- ☐ Keep open lines of communication with upper management
- ☐ Attend mandatory corporate meetings and training sessions
- ☐ Maintain and update product knowledge through sales, marketing, and merchandising training programs
- ☐ Prepare Monthly & Annually Material consumption & requirement reports.
- ☐ Co-ordinate and schedule home deliveries; Ensure that all purchased items are delivered to the customers in a prompt manner

Sun & Moon Supermarket (Dec 2016 – Dec 2021)

STORE SUPERVISOR / PURCHASER

Duties and Responsibilities:

- ☐ Supervise store labors and getting results through efficient & effective way
- ☐ Interacted daily/negotiated with more than 20 vendors
- ☐ Prepared purchase orders; tracked status of requisitions and orders
- ☐ Inspect the materials received from suppliers with respect to Purchase order, quality & quantity.
- ☐ Monitor stocked shelves, racks, cases and bins with new merchandise; prepared food displays
- ☐ Answered customers' questions about merchandise and advised customers on merchandise selection
- ☐ Prepare Monthly & Annually Material consumption & requirement reports.
- ☐ Co-ordinate and schedule home deliveries; Ensure that all purchased items are delivered to the customers in a prompt manner

SALES & CUSTOMER SERVICE

Duties and Responsibilities:

- ☐ Welcome customers with a smile and proactively ask customers how they can be assisted
- ☐ Provide customers with product information that they need
- ☐ Ensure that all products are well stocked and are easy to reach
- ☐ Make sure that work area and aisles are clean and shelves are dusted properly
- ☐ Handle cashier duties by taking cash or credit cards in exchange of goods sold, manage product returns and exchanges
- ☐ Discourage shoplifting activities by constantly keeping a vigilant eye
- ☐ Pick and pack orders for shipping purposes
- ☐ Report out of stock items in a timely manner to the store manager

Carrefour Doha, Qatar (September 2014 – August 2016)

SALES CUM MERCHANDISER

Duties and Responsibilities:

- ☐ Welcomes customers by greeting them, offering them assistance.
- ☐ Helps customer make selections by building customer confidence, offering suggestions and opinions.
- ☐ Documents sale by creating or updating customer profile records.
- ☐ Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
- ☐ Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- ☐ Maintains safe and clean working environment by complying with procedures, rules, and regulations.

London Business Group, Dubai (April 2010 – April 2013)

CASHIER

Duties and Responsibilities:

- ☐ Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; operating a cash register.
- ☐ Enters price changes by referring to price sheets and special sale bulletins.
- ☐ Collects payments by accepting cash, check, or charge payments from customers; making change for cash customers.
- ☐ Maintains checkout operations by following policies and procedures; reporting needed changes.
- ☐ Contributes to team effort by accomplishing related results as needed.

Skills

Computer Literate, Excellent Call Handling Skills, Strong Customer Service Skills, Dynamic, Highly Motivated, Goal Achiever.