



# Bibek Chapagain



## CONTACT

- Dubai , United Arab Emirates
- +971527127366
- bibek.chapagain7@gmail.com
- 27thApril1989
- Nepali
- Uae driving licence no 3

## SKILLS

- Strong customer service orientation
- Adaptive team player
- Administrative support
- Exceptional communication
- Complaint resolution
- System implementation

## LANGUAGES

Nepali: Native	
English:	B2
Upper intermediate	
Hindi:	B2
Upper intermediate	

## PROFESSIONAL SUMMARY

Accomplished Customer Service Representative of 9 years, consistently maintaining customer satisfaction and contributing to company success. Motivated professional capable of building productive relationships, resolving complex issues and winning customer loyalty.

## WORK HISTORY

**Customer Service Representative** 04/2019 – Current  
**Dp world** – Dubai, United Arab Emirates

- Handling customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Answering customer telephone calls promptly and improved on-hold wait times.
- Participated in regular training to maintain up-to-date knowledge on company rules and policies.
- Assisted customers with complaints, logging issues for investigation and providing assistant.
- Resolving customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Managing access control for respective floors and blocks and provide access after registration.
- Providing warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Handling phone, email and social media enquiries with consistent customer service across multiple channels.

**Security Supervisor** 06/2014 – 04/2019  
**Dp world** – Dubai , UAE

- Established clear processes to handle fire and security alarm activations.
- Liaised with emergency services to facilitate prompt medical and legal responses.
- Deterred thefts and property damage with imposing security presence.
- Analysed CCTV to track thefts and compiled incident reports.
- Maintained strong corporate image and physical security presence.
- Worked well under pressure to plan and implement solutions to urgent problems.
- Monitored and patrolled on-site areas to serve as visible deterrence.
- Read and interpreted Standard Operating Procedures (SOP)s, post orders and reports.
- Communicated security incidents, issues and policy violations with on-site team to execute appropriate action.

**Security Guard** 06/2014 – 04/2019  
**Dp world** – Dubai , UAE

- Established effective access control systems, logging staff and visitor movement for accurate site records.
- Remained focused and vigilant during long periods of sitting, walking and standing for dependable security services.
- Deterred criminal activity, vandalism and general misconduct by providing highly visible security presence and patrols.
- Prepared regular written logs and incident reports at close of each shift for management team.
- Provided friendly, courteous and efficient front-desk assistance, earning consistently positive customer feedback.
- Closely observed CCTV surveillance systems to monitor movement of goods and other personnel.
- Adjusted security systems and equipment to gain better coverage of car parks, interior and exterior buildings.
- Secured personnel and premises by inspecting buildings, patrolling property and monitoring CCTV cameras.

## EDUCATION

**Certificate of Higher Education:** Commerce , 12/2008  
**Manakamana higher secondry school** – Jhapa, Nepal