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**Ishwor Prasad Ghimire**

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Address : Dubai – U.A.E

OBJECTIVE:

To land in a position that will further enhance my knowledge and skills in order for me to grow and become a company’s asset in the future and Looking for the best opportunity in working field. I would like to join an Organization that is driven to excellence and promotes professional development based on employee’s efforts, loyalty and work ethics. To have an opportunity to work with a reputed organization and expertise to grow, develop and advance with the organization.

EDUCATIONAL QUALIFICATIONS:

* Bachelor in science of Information Technology (BSc.IT, 2011 – 2014).

Affiliated to SIKKIM MANIPAL UNIVERSITY, Gangtok, India).

* Standard 12th from Oxford College, Rupandehi, Nepal
* Standard 10th from Shining Star English Boarding School, Rupandehi, Nepal

IPROFESSIONAL EXPERIENCE

* Dubai Light vehicle Automatic 4 wheeler Driving License car.
* Working in Spinneys supermarket Dubai ,as sales Mercendiser as duty in charge since 2020 may 05.
* Worked in Apparel Group, Charles & Keith brand as Senior Sales Associate in Dubai Mall, UAE.

Started form 15th September 2017 to 12th July 2018.

* Worked in Computer Services Enterprise (CSE, computer shop) as IT Specialist started from 1stfebruray 2015 to 19th march 2017. Butwal, Nepal
* Worked in Air Network ISP (internet services provider) as technical support staff started form 02/08/2014 to 05/08/2014. Rupandehi, Nepal.
* Certificate for successfully completing 6 months Industrial Exposure Training from microsys Computer Hardware and Networking, Lumbini, Nepal.

DUTIES AND RESPONSIBILITIES

* Engage with all guests to understand their needs and requests, implement a guest recognition tool or database that is constantly updated and shared within the working related environment to information and preferences.
* Greet customers when they arrive at the store and inquire into their specific purpose for visiting.
* Implement daily briefing sessions with the department to ensure communication is paramount.
* diagnose, repair and maintain hardware and software components to ensure the smooth running of computer systems.
* installing and configuring computer hardware and being the primary point of contact for IT support within a company.
* Motivate and manage costumer convivence in the store on the basis about their selected product.
* Ensure band visibility and merchandising the product as per priority and guidelines
* Plan and organize the routing area to optimize the product goals
* Upgrading the entire system to enable compatible software on all computers.
* Establishing good relationships with all departments and colleagues.
* Respectful and understanding of local customs and protocol at all times and abide by local laws.
* Maintains a professional image whilst on duty and outside of the work place.
* Undertake any other reasonable request made by the Director, General Manager, Operations or Manager.

CUSTOMER SERVICES:

* Demonstrate service attributes in accordance with industry expectations and company standards.
* Being attentive to customers and visitors.
* Accurately and promptly; understanding, anticipating and fulfilling customer requests
* Maintain a high level of knowledge which will enhance the guest experience
* Be able to promote the Brand, Products and Services.
* Maintain a high level of product and service knowledge about related product items.
* To display a pleasant manner and positive attitude at all times and to promote a good company image to guests, customers and colleagues.

SKILLS:

* Good knowledge in MS -office (power point, excel ,word) with good typing speed.
* Good interpersonal, Negations skills.
* Fast learner and creative
* Independent as well as a team player.
* Willingly to learn and take on new challenges.
* Flexible and able to work under pressure.
* Thrive and able to work under pressure.
* Thrive in both independent and collaborative work environments.

STRENGTH:

* friendly and helpful hardworking person, eager to learn new things.
* good listener and that makes me good judges of character.
* can work with people and deal with complaints and solve problems in a very calm way .
* Believe in good mindsets , get more experience and enhance.

PASSPORT DETAILS:

Passport No : 08049942

Date of Issue : 07/11/2014

Date of Expiry : 06/11/2024

Place of Issue : Nepal

PERSONAL DETAILS:

Date of birth : 30/07/1993

Marital Status : Single

Nationality : Nepal

Religion : Hindu

Language known : English, Hindi & Nepali

AFFIRMATION:

I affirm that the above-mentioned details are correct as per my best of knowledge and belief. This resume correctly describes my Qualifications, my experiences. I understand that any willful misstatement described herein may lead to my disqualification or dismissal if engaged.