

# CURRICULUM VITAE



## JAGAT BHUJEL

**Mob: +971 56 641 6097**

**Email:**  
**bhujeljagat275@gmail.com**

**Address:**  
**Dubai, UAE**

### Personal Data:

Date of Birth : 21 Dec 1994  
Gender : Male  
Marital Status : Single  
Nationality : Nepalese  
Language : Arabic, English, Hindi  
& Nepali

### Passport Details:

Passport No : 07550851  
Issue date : 29 Jun 2014  
Expiry date : 28 Jun 2024  
Visa Status : Visit Visa

### Career Vision

- ✚ To obtain a challenging position which will commensurate with my qualification, experience, interest and contribute potentially to the employer. Effectively utilize my ability to serve my organization for its growth and constant development thereby become a big success in my professional and personal life.

### Education & Training

- **SLC ( School Leaving Certificate)**
- **12<sup>th</sup> Passed (Higher Secondary Education)**
- **Basic Computer Knowledge**

### Key Skills

- ✚ Self- Motivation
- ✚ Excellent interpersonal and communication skills in a professional manner.
- ✚ Ability to learn and work under pressure.
- ✚ Confident and good team player.
- ✚ Ability to learn quickly and adapt to changing environments and willingness to accept responsibilities.
- ✚ Ability to deal effectively with multicultural environment

### Professional Experience:

- ✚ Worked as a Customer Services at Belrasheed Real State, Sharjah, UAE for 2 years.

#### Duties & Responsibilities

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives

### Declaration

- ✚ I hereby declare that the above-mentioned statement is true of my knowledge.

**JAGAT BHUJEL**