

# Rajendra Shrestha



Al Quasis Industrial Area

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## Objective

Customer-focused sales representative with experience of 2+ years in adopting proven strategies to nurture customer relationships and generate referrals to meet objectives. Seeks a position to leverage extensive customer service and a consultative approach to achieve and exceed sales targets in a challenging and fast-paced environment.

## Experience

- **WE ONE DP WORLD** September 2023 - Currently  
ENBD RECEPTION SECURITY PROFESSIONAL
  - Maintain visitor logs and manage sign-in/sign-out procedures.
  - Update and maintain office records, ensuring all data is accurate and up-to-date.
  - Answer inquiries about the company, its services, and provide accurate information.
  - Handle customer complaints or concerns with patience and professionalism.
  - Patrolling and monitoring premises to detect any irregularities, which may include suspicious behavior or security breaches.
  - Keeping calm when alarms are triggered and escorting people to safety or apprehending the guilty parties.
  - Assisting during emergencies, ensuring minimal injury to people and damage to property.
  - Removing or restraining anyone who threatens the safety or disturbs the peace.
  - Following orders and working as part of a team to ensure the safety of staff and customers.
  - Writing up daily reports and providing suggestions for improved security.
- **UNION COOP** August 2021 - August 2023  
Retail Customer Assistant
  - Promoted sales and special offers for discounts and merchandise options.
  - Provided helpful, attentive sales support to generate positive customer feedback.
  - Received, processed and organised deliveries within tight deadlines.
  - Maintained excellent visual merchandising standards by routinely cleaning and organising window and point of sale (POS) displays.
  - Cultivated excellent customer relationships by providing helpful, friendly and attentive service.
  - Liaised with potential customers to determine needs and provide recommendations.
  - Received and inspected incoming shipments, recording inventory transactions with RF scanners to maintain accurate records.
  - Referenced weekly sales ad and promotional signage to verify and enforce correct pricing.
  - Organized front-end and window displays, applying merchandising standards to enhance shopping experience.
  - Maintained, clean, presentable and stunning product displays by conducting routine visual merchandising tasks and deep cleans.
- **G4S SECURITAS SERVICE** July 2012 - August 2013  
Airport Customer Assistant
  - Advised customers on pickup locations of baggage carousel and large baggage pickup area.
  - Identified and handled priority boarding and VIP passengers, ensuring efficient boarding with minimal disruption.
  - Advised customers on flight details and baggage limitations using exceptional customer service skills.
  - Coordinated all boarding gate operations, including advising passengers of delays, boarding groups and locating missing passengers.
  - Identified and processed late-to-gate passengers to ensure customers did not miss their flight.
  - Assisted customers with finding favourable rates for desired reservation dates, times and locations.
  - Assisted customers with confirmation of ground and air travel, hotel accommodations and recreational activities.
  - Assisted guests with local weather, attraction and dining information to enhance experiences.
- **KANTIPUR MALL** July 2006 - February 2008  
Electronics Sales Assistant
  - Maintain the desired behavior of company device evangelist and brand ambassador
  - Interact with customer in an expert, professional manner by educating customers and effectively applying selling

tenants

- o Perform troubleshoot on-site and ensure all displayed merchandise are in good working condition; replace any bad product as necessary promptly
- o Provide assistance to customers in setting up purchased devices and also assist them to fix devices that are not operational if necessary
- o Perform merchandising and resetting of the store
- o Ensure products are always available at the store for customers by receiving and restocking products from stockroom

## Education

- **TRIBHUWAN UNIVERCITY** 2007  
Intermediate (IEd)  
1st year - clear, 2nd year- 1 sub remain
- **SHREE SHAKTI HIGHER SECONDARY SCHOOL** 2005  
School Leaving Certificate (SLC)  
2nd divison/58%

## Skills

customer service skills. Fast learner communication skills. Retail Sales Prduct Knowledge Flexibility  
Physical Stamina

## Achievements & Awards

- Sira Security certified from Security Industry Regulatory Agency
- Basic Fire Fighting and First Aid training certificate from Safer Security Company
- People Of Determination(POD) training certificate from Dubai Police Academy

## Languages

- English- read, write and speak
- Hindi- read, write and speak
- Nepali- mother tounge

## Personal Details

- Date of Birth : 28/09/1987
- Marital Status : Married
- Nationality : Nepali
- Passport : PA 3215595
- Gender : Male

## TRAINING

- Customer Service and Customer happiness training by Union Coop Dubai
- Cashier work item scanning, Card and Cash payment training by Union Coop.
- Fire Warden training from emirates aviation academy Dubai
- Monthly Stock counting and yearly Stock Checking training by Union coop
- Personal Development training from ABH training center Dubai
- Food and hygiene training from HGC training center Dubai