

Rajendra Shrestha



Al Quasis Industrial Area

0569044092

rajendrashrestha913@gmail.com

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
 - Journey plans adherence- with respect to store times, delivery schedules
 - Display the products as per Planogram or contracted visibility or share of shelf based on market share in the primary sales location
 - Ensure all the products are price tagged rightly and continuously
 - Maintain the freshness of products on shelf by following FIFO or FMFO or FEFO as applicable. Focus on near expiry stocks to minimize losses
 - Implement and provide feedback on all tactical activities undertaken in the outlets
 - Adherence to the standard working protocols of the outlet
 - Provide feedback to sales team on slow moving or excess stocks for further action, through regular stock audits
 - Ensure adequate stocks are withdrawn from the central warehouse to the branch outlets in applicable cases
 - Implement and manage POSM as per guidelines provided by the sales team
 - To maintain harmonious PR with trade and prompt & efficient customer service at all the times
 - To achieve set KPIs on Availability, Visibility (BDA implementation /or share of space as per our market share & planograms)
 - Proactive management of near expiry and damage items in line with company policy, 100% follow the FIFO
 - To highlight near expiry issues well before expiry date (3 months prior).
 - Ensure 100% implementation of all the visibility contract and promptly report deviance
 - To participate and share all survey findings (price, competition, category etc)
 - To comply with daily reporting timing and duty hours.
- **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
- Perform troubleshoot on-site and ensure all displayed merchandise are in good working condition; replace any bad product as necessary promptly
- Provide assistance to customers in setting up purchased devices and also assist them to fix devices that are not operational if necessary
- Perform merchandising and resetting of the store
- 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