

SANTOSH KUNWAR



Contact:

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Personal Details:

- Date of Birth: 26/09/1998
- Nationality: Nepalese
- Marital Status: Single
- Visa Status: Employment Visa
- Languages: English/Nepali/Hindi
- Valid UAE Driving License

Education:

- School leaving certificate (S.L.C) from PALPA HIGHER SECONDARY SCHOOL 10+2 from MADHYABINDU MULTIPLE CUMPUS

Skills

- A thorough professional, hard Working, Sincere and honest.
- Ready to work in challenging conditions.
- Valid UAE Driving License
- Excellent communication skill.
- Able to lead good role with people.

CURRICULUM VITAE

Objectives

I am a service-oriented professional with proven work experience. I have also fulfilled to meet customer needs, provide prompt services, and perform well under work pressure. Being a proactive and well-organized team player with good communication, coordination, negotiation, interpersonal and time management skills are the qualities I possess that may contribute much to your organization.

Work Experience

Bhat-Bhateni Super Market (Sales Assistant) Nepal (2017- 2018)

- Greet and direct customer queries
- Engaged customers, offering relevant product suggestions and upselling opportunities.
- Provide customer feedback to the store manager

Chaudhary Group (Marchandiser) Nepal (2019- 2020)

- Analyzed sales trends and adjusted displays during regular store visits for maximum exposure.
- Collaborated with teams to execute successful promotional campaigns, boosting sales visibility
- Adapted strategies by tracking competitors and market trends, maintaining competitiveness.

One Coffe House (SPECIALITY COFFEE SHOP) Lit Pizzeria (Barista, Cashier, Operation Assistant) {2020 - Present} (Dubai, UAE)

- Preparing and serving hot and cold drinks such as coffee, tea, artisan and speciality beverages.
- Answer guest queries in a polite and helpful manner. Clearing cutlery
- Passing food orders through to the kitchen staff promptly.
- Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.
- Handled customer complaints and resolved issues effectively, turning negative experiences into positive ones.
- customers. Understand menu content and keeping up to date with any
- Processed customer transactions accurately and efficiently, including cash, credit, and debit payments.
- Operated point-of-sale (POS) systems proficiently, scanning items, applying discounts, and processing transactions.
- Managed inventory levels for beverages, food, and supplies, notifying management of restocking needs.
- Collecting the documents from other outlet ,depositing and withdrawing cash from company bank account.