

Sonia lama

26/03/1991

Dubai, United Arab Emirates

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Recreation attendant | Receptionist | Cashier | Sales

QUALIFICATION SUMMARY

An enthusiastic self-motivated individual with excellent interpersonal skills, the ability to take responsibility and work as a team. Organized and dependable candidate, successful at managing multiple priorities while maintaining a strong work ethic and devoted to giving every customer a positive and memorable experience. Time management skills in a fast-paced environment and highly motivated employee with a desire to take on new challenges.

KEY SKILLS

- | | | |
|-----------------------------|------------------------------------|---------------------------------|
| ✓ Customer service oriented | ✓ Verbal and written communication | ✓ POS system / Microsoft Office |
| ✓ Attention to details | ✓ Cashiering | ✓ Confidentiality |
| ✓ Inventory management | ✓ Phone etiquette | ✓ Organization |
| ✓ Check-in / check-out | ✓ Administrative support | ✓ Team work / warm and friendly |
| ✓ Time management | ✓ Upselling | ✓ Recreation activities |

RELEVANT PROFESSIONAL EXPERIENCE

Recreation attendant / Receptionist

16/06/2023- 30/06/2024

Anantara the Palm Dubai Resorts & Spa
Dubai.

Experienced front desk receptionist in the recreation department, offering excellent customer services and administrative support, check-in / check-out, booking for activities, trip and gym personal training, providing towels, providing babysitting services as per the guest request, and proficient in MS Office adept at multi-tasking.

- Welcomed guests, members, visitors and provided accurate information concerning available programs & activities.
- Collected payments, renewed memberships and resolved billing issues.
- Operated telephone switchboard to answer and forward calls providing information, taking messages and emails and scheduling consultations.
- Established strong relationships with customers and co-workers through excellent communication and customer service skills.

- Handle cash transaction and maintained sales and payments records accurately .
- Oversaw inventory ,activities including materials monitoring,ordering or requesting.

Cashier/ Customer service

01/11/2021- 30/06/2023

Nesto Hyper Market
Dubai

As a cashier/customer service in nesto hyper market having a experience with cash handling and providing excellent customer service. handling customer complaints or inquiries.

- Welcoming customer answering their question helping them located items and providing advice or recommendation.
- Scan each and all items barcode and balancing the cash register and generating reports for credit and debit sales. Making petty cash.
- Investigated and resolved customer inquiries and complaints quickly.
- Maintain customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.
- Offers customer advice and assistance paying attention to particular needs or wants.

Sales person

2015- 2018

Nike retail show room
Nepal,kathmandu

As a sales person representing the brand and helping customers,selling products and making customer feel welcomed and valued.

- Welcome each customer to the store and offered help as needed.
- Manage cash register including customer returns.
- Manage warehouse and inventory.
- Handle all customer complaints and returns.
- Special order items for customer upon request..

EDUCATION

Rainbow international high secondary school

2012

Nepal,kathmandu

ADDITIONAL INFORMATION

Language: English / Hindi

Certification:Professional caregiver (universal academy kathmandu nepal)

Award: Best cashier of the year 2022