

MRS. SHANTI SHARMA DAHAL

D.O.B. 4TH FEBRUARY 1993

AJMAN- U.A.E

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Career Objectives

Seek to work in an environment that will challenge me further while allowing me to contribute to the continued growth and success of the organization. A position that will provide me the ability to apply my work experience to a growing industry. To obtain a challenging position that allows me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity.

Skill Summary

- I am service oriented, Responsiveness Problem solving
- Ability to identifying customers and team member's expectations and developing strategies accordingly
- Strong decision making and influencing skills
- Proficient in the use of MS Office Suite applications and marketing software
- Ability to work within tight deadlines
- Solid team leadership abilities
- Comprehensive communications skills

Academic Achievement

- **Master's in Business Studies, (Running)**
Janapriya Multiple, Pokhara, (Tribhuvan University)
- **Bachelors in Business Administration (BBA),**
La Grandee International College, Pokhara, (Pokhara University)
- **Higher Secondary Education Board Nepal (HSEB),**
Saraswati Higher Secondary Boarding School, Pokhara, Nepal
- **School Leaving Certificate (SLC),**
Saraswati Higher Secondary Boarding School, Pokhara, Nepal

Work Experiences

MC DONALDS (EMIRATES FAST FOOD CO.LLC)

CASHIER/SERVICE CREW

Duties and Responsibilities:

- Accepting order through drive thru and counter
- Cash handling and accepting cards payments .
- Carry necessary tasks for the efficient running of the restaurant
- Tallying cash and reconciliation of POS transactions on daily basis

SHELL GATE TECHNICAL COMPANY LIMITED

OFFICE ADMIN CUM RECEPTIONISTS

Duties and Responsibilities:

- Answer phone calls and transfers them as necessary
- Scheduling meetings and appointments
- Taking notes and minutes in meetings
- Handles expenses and billing cycles
- Drafts, formats, and prints relevant documents
- Manages staff expenses requests
- Assists in purchase orders and invoicing
- Maintain accurate records for employee holiday requests

KAILASH DEVELOPMENT BANK LIMITED

CUSTOMER SERVICE OFFICER

Duties and Responsibilities:

- Need to fill up KYC (KNOW YOUR CUSTOMER) Form
- Handling phone calls
- Issuing and printing of Cheque.
- Record keeping and email handling
- Direct interaction and cold calling with old and new customers

NAGHDHUNGA SAVING AND CREDIT CO-OPERATIVE

ACCOUNTS ASSISTANT

Duties and Responsibilities:

- Record Payment receive, deposit cash and cheque
- Invoice our clients
- Transaction with journal entries
- Updating financial report
- Answer customer's questions and provide information on procedures or policies.
- Guiding and solving queries of customer

MIRACLE INSTITUTE FOR ABROAD STUDY

RECEPTIONISTS

Duties and Responsibilities:

- Need to fill the interview form of Students for USA
- Handling phone calls
- Record keeping of students who came to know about abroad study

Seminars and Presentations

- Participated in Women Empowerment presentation
- Participated in Personal Development presentation

Personal Interests

- Reading Books and Magazines
- Travelling new places
- Dancing
- Window Shopping ➤ Listening Music

Personal Details

Marital Status : Married

Husband's name: Kamal Dahal (0555362806)

Passport No : 10836474 (Expiry: 19th March 2028)

Visa Status : Visit visa Valid until 22nd May 2023

REFERENCES:

Mr. Rajan Pokharel Bank Representative Manager UAE
Sunrise Bank Limited
Mobile No: 0547551540

Mr. Kapil Dahal
GME Remittance Relationship Officer UAE
Mobile No: 0526895841

Mr. Kamal Dahal Supervisor
Al Rostamani International Exchange
Mobile No :0555362806

"Hoping to be considered in a well reputed organization as a "FRESHER" to the international level of organizations. If given the opportunity would prove the best applicant of trainings and knowledge provided and hence producing result which will definitely benefit the organization"

"I hereby certify that all the information furnished above are true and correct to the best of my knowledge and belief. Reference will be furnished upon request.

**SHANTI SHARMA DAHAL
APPLICANT**

