

SAPEKSHA THAPA
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Sharjah, UAE
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Experience Summary:

- Provide excellent customer service with the product knowledge making a strong connection and building a strong client.
- Communicate clear expectation and goal to each other to each associates.
- Hands-on experience in computing bill, collecting payment and making change.
- In-depth knowledge of using computers and basic workplace equipment including fax machine, photo copier and printer.

Skills:

- Patient and organized professional with ability to provide excellent customer service.
- Knowledge of basic computer applications like Microsoft Word, Excel, and internet.
- Excellent negotiating abilities.
- Pleasant personality.
- Efficiency of managing multiple tasks.
- Excellent interpersonal and Problem solving skills have always been my strength.
- Ability to manage multiple tasks under pressured environment.

Training Program:

- * National skill Certificate of customer service. (Assistant BEAUTICIAN)
- * Computer Proficiency MS-Word, MS-Excel, Power point, Outlook & Internet operations.
- * Marketing and Retail sales training.
- * Telephone Operator Skills.
- * Training about sanitation & personal Hygiene, Grooming & Personality Development.

EDUCATION:

- * Bachelor in Management (B.B.S) Tribhuwan University Nepal. (2018-Present)
- * Higher Secondary Education of Science. (2015-2017)
- * Secondary School Examination. (2015)

Professional Experience:

AL SHAMSI HOLDING GROUP (PERFOIS/UNDIZ), UAE
Position: Sales Assistant (2022 May-July 2023)

- Provide excellent service to customers internally or externally.
- Represent a positive attitude toward the merchandise, the brand and the company.
- Creating actions plans and provide suggestion to store manager for business improvement.
- Exceptional ability to multi-task within a busy environment, working with patients and clinicians simultaneously.
- Managing cash and credit cards payment systems in accordance with company policies and procedures.
- Ability in processing Daily, Monthly Service Reports.
- Attending Store weekly and Monthly meetings to track the sale performance, KPI Matrix achievement, individual team member's performance, stock levels, events planning, brand news and company operational standards and changes.

DAISO JAPAN INTERNATIONAL (LAL'S GROUP), UAE
Position: Sales Executive/Cashier (2021 June-2022 March)

- Providing exceptional customer service through deep product knowledge and helping customers with their needs.
- Prepare report for Daily & monthly sales, petty cash etc.
- Communicate with customers to assess and satisfy their needs, and meet or exceed their expectations.
- Shop Visual Merchandising. Displaying the New Collection according to brand standards, organizing shop layout to create the right ambiance.
- Organizing and arranging the stock room as per superior requirements in order to enable an easy access to the items and use the space efficiently.
- Attend stock takes provide support to the Duty manager in clearing shortages and maintaining accurate stock records.

PERSONAL INFORMATION:

Date of Birth : 14 Oct 1998
Nationality : Nepalese
Language : English, Nepali, Hindi & Basic Arabic.
Passport No : 10443568
Visa Status : Employment Visa

I hereby declare that the above information furnished is true to the best of my knowledge & belief. I certify that all information in these curriculum vitae is accurate and genuine. Further references will be provided upon Request.

***SAPEKSHA THAPA**