

# CHULAMU LEPCHA

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## SUMMARY

Adaptable, with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality management and producing quality outcomes through leadership and team motivation. excellent customer service provider. expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements. Adaptable with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic development. Skilled at understanding customer and employee requests and meeting needs. . Customer-focused manager, successfully contributing to company profits by improving team efficiency and productivity. Skilled at effective negotiations and upselling techniques.

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## EXPERIENCE

### CASHIER SUPERVISOR, 07/2021 - Current

#### VALTRANS - DUBAI, UAE

- Maintained clean, tidy and organised checkout areas.
- Trained new team members in cash register operation, stock procedures and customer service.
- Worked overtime shifts to maintain optimal workflow during busy periods or times of unexpected high volume.
- Maintained high productivity by efficiently processing cash, credit and debit payments.
- Assessed customer needs through clear communication, anticipating and responding appropriately to queries.
- Promoted sale prices and promotions and redeemed coupons to offer competitive prices and boost customer loyalty.
- Completed opening and closing procedures, verifying proper cash-on-hand amounts and allocating resources.
- Implemented upselling techniques, applying knowledge about customer purchases to recommend catered products.
- Addressed and resolved complaints regarding transactions and ticket issuing.
- Completed daily records updates to track sales and accurate payment totals.
- Issued receipts and required documentation for [Type] transactions.
- Verified register at beginning and end of work shifts to help with error-free money handling.
- Processed payments by cash, cheque, or card to complete transactions.



## CONTACT

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## SKILLS

- Cash drawer management
- Voucher authorising
- Employee work scheduling
- Cashier break scheduling
- Complaint handling
- Self-service management
- Money handling
- Promotion development
- Cash handling
- Team management
- Cross-selling
- Case management
- Processing payments
- Efficient problem-solving

- Stayed up-to-date on product range to provide helpful advice to customers.
- Prepared daily cash deposits to move funds to financial institution.
- Coordinated assistance for customer's special requests and service needs.

#### **Customer Service Representative, 05/2016 - 03/2021**

##### **UAE EXCHANGE - DUBAI, UAE**

- Cashed customer cheques, including verifying identification and checking account balances in accordance with bank policy.
- Identified and eliminated errors when balancing cash point transactions, teller cash dispensers and teller cash recyclers.
- Adhered to safe deposit box procedures, operations and guidelines while assisting customers.
- Received detailed performance reviews and focused on areas of opportunity to improve teller skills.
- Entered transactions into computer and issued customer receipts.
- Provided regular reporting of unallocated cash.
- Assisted auditors in identifying information necessary to complete audit activities.
- Acquired and maintained knowledge of emerging technologies and customer virtual interactions.

#### **BRANCH MANAGER, 02/2013 - 01/2015**

##### **CCAR - INDIA, INDIA**

- Conducted customer feedback surveys to improve service levels.
- Mentored staff to increase sales success and productivity.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Maximised branch revenue by optimising operations.
- Boosted customer base, acquiring new customers and identifying needs to deliver relevant products.
- Performed appraisals for branch staff and made training recommendations to develop capabilities and skills.
- Oversaw day-to-day functioning of [Type] operation.
- Developed successful strategies and policies, meeting organisational needs and implementing improvements.
- Tracked organizational performance against objectives and revamped strategies to better meet targets.
- Developed high-performing teams to consistently exceed goals, drive revenue and expand markets.
- Built successful business culture focused on performance optimisation and goal attainment.
- Cultivated strong industry relationships to promote services and improve business operations.

#### **Customer Service Assistant, 01/2009 - 02/2010**

##### **FRANKFINN INSTITUTE OF AIRHOSTESS - INDIA/INDIA**

- Managed all client inquiries through resolution to enhance customer satisfaction ratings.

- Recruited, managed and mentored average of [Number] new customer service representatives per year.
  - Reconciled documentation discrepancies, ensuring correct reporting to senior leadership.
  - Improved service quality and increased sales by developing strong knowledge of company's products and services.
  - Developed, implemented and monitored customer service plans to maximise customer satisfaction.
  - Boosted traceability initiatives by managing client correspondence, tracking records and utilising data communications.
  - Evaluated CRM reports regularly, actioning improvements to achieve impressive results.
  - Created order management system for personnel to improve client experience and boost sales efficiency.
  - Analysed and utilised recurring issues faced by customer care representatives to create and update training manuals.
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## EDUCATION

**Degree in Arts, AIHC&A, 2008**

**VISVA BHARATI UNIVERSITY** - SHANTINIKETAN (INDIA)

- Graduate
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## CERTIFICATIONS

- outstanding performance certified from EXPO DUBAI 2020
- employ of the month certificate
- best PR skill award from the company