



# Bisesta Pokharel

## CONTACT

+971 50 685 2932  
bisu.pok@gmail.com

## SKILLS

- Good communication
- Team work
- Service focused
- Adaptability
- Innovative
- Patience
- Customer service

## ADDITIONAL INFORMATION

- Date of birth :- 28/08/1998
- Nationality:- Nepalese
- Gender :- Female
- Marital status:- Married

## PROFESSIONAL SUMMARY

Energetic employee well-versed in strong communication and organization skills. Want to work in a competitive that is both challenging and inspiring environment where my abilities accept to its outmost to be the assets to the organization. I do have the confidence to achieve my goal.

## WORK HISTORY

**Cashier / Concession Crew And Box Office Crew** 01/2022 - Current  
**Cine Royal** - Abudhabi, UAE

- Minimised long register queues by completing sales transactions quickly and accurately.
- Encouraged customers to join in-store reward programs, promoting loyalty and increasing sales possibilities.
- Maintained excellent client satisfaction by providing professional, courteous customer service.
- Improved processes to support team target achievement.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.

**Sales Representative** 02/2021 - 10/2021  
**Triplicate Collection** - Kathmandu, Nepal

- Helped resolve client problems quickly with superior customer service.
- Responded to telephone and in-person requests for information.
- Submitted and tracked orders.
- Presented latest merchandise to prospective buyers.
- Accounted for all inventory and ordered new stock.
- Collected and processed payments.
- Contacted satisfied customers to offer additional services.
- Developed new business by networking with valuable customers.

**Intern** 08/2020 - 12/2020  
**Nic Asia Bank** - Kathmandu, Nepal

- Answered telephone to assist callers and take messages.
- Coordinated files, spreadsheets and reports for staff.
- Prepared official cheques as requested.
- Responded and assisted customers with account inquiries and updates.

**Junior Accountant** 07/2016 - 08/2020  
**B&B Iron Engineering Workshop** - Kathmandu, Nepal

- Cooperated with senior leaders to create operating budgets and initiate financial planning.
- Created periodic reports comparing budgeted costs to actual costs. Analysed monthly balance sheet accounts for corporate reporting.

- Maintain physical and digital financial reports.
- Issue invoice to customer and external partners, as needed.
- Prepare bank deposit.

**Front Desk Officer**

02/2015 – 03/2016

**Canon International Education**

- Responded to telephone enquiries from clients, vendors and members of public.
- Received and screened high-volume internal and external communications, including calls, email and mail.
- Processed contracts, expense reports and invoices.
- Maintained reception area in orderly manner to provide visitors with positive first impression of company.
- Scheduled and confirmed appointments for entire management team.
- Greeted customers promptly and professionally, providing friendly, knowledgeable assistance.
- Processed cheques, loans and promissory notes.

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**EDUCATION**

**Bachelor in Business Studies:** Majoring in Finance and marketing , 11/2022  
**People's Campus** – Kathmandu, Nepal

**Intermediate level:** Management, Business Studies & Marketing, 2016  
**People's Campus** – Kathmandu, Nepal

**School Leaving Certificate** , 2013  
**Holy Garden Boarding High School** – Kathmandu, Nepal

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**EXTRA QUALIFICATION**

- Basic Accounting course (Tally Erp 9 software)
- Basic in English Language
- Basic Computer Knowledge