



KRITI GURUNG

CUSTOMER SERVICE EXECUTIVE

CONTACT

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EDUCATION

2015-2018

UNIVERSITY OF NORTH BENGAL,
INDIA

- Master in Political Science
- Diploma in Computer Application

2012-2015

UNIVERSITY OF NORTH BENGAL

- Bachelor of Arts (Pol.Sc Hons)

SKILLS

- Good written & verbal communication skills
- Adaptable
- Teamwork
- Time Management
- Leadership
- Digital Literacy
- Problem Solving

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Nepali (Fluent)
- Bengali (Basic)

PROFILE

An individual who is highly passionate, enthusiastic and motivated, a great team player and dedicated to deliver exceptional customer service with positive and friendly attitude. A detail focused customer service specialist, skilled on using variety of POS system, transaction management, product knowledge and proven conflict management. Several years of experience in various customer focused organization with a certified record of achievement.

WORK EXPERIENCE

The souq by Al Jaber, Abu Dhabi International Airport

[2023-Present]

Customer Service Executive & Cashier

- Greeting customers with positive attitude and friendly nature
- Actively listening to customers' queries and needs
- Upselling or cross selling products
- Resolving customers issues
- Process order, return and exchange
- Track orders and arrange delivery

Ansar Group, UAE [2023-2023]

Exchange Department Customer Service Executive

- Greeting customer
- Actively listening to the customers' queries
- Attentively verifying the return items before exchange
- Documenting & filing the details of exchange items
- Co-ordinating with finance team for customers refund amount

Ansar Group, UAE [2022-2023]

Cashier

- Scanning products with maximum accuracy
- Actively following up with weekly promotions
- Vigilance and alert while handling cash transactions
- Upselling or cross selling the counter items
- Fixing basic issues of POS

PERSONAL DETAILS

Nationality : Indian

Date of Birth: 27-08-1993

Gender: Female

Marital Status: Single