

**C S R**

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

Personal profile:

GSM +971547119846
 Email: abhisheshtapa2002@gmail.com
 Date of birth : 25 JUN 2002
 Marital Status : Single
 Nationality : Nepali
 Home address : Lalbandi 06, Sarlahi
Languages Known :

Nepali : Native
 English : Fluent
 Hindi : Fluent

OBJECTIVE

To obtain employment with a company that offers a positive atmosphere to learn and implement new skills and technologies for the betterment of the organization.

STRENGTH

I flourish when I work with a team that is given a particular task to be done within a specified time period. I am a quick learner and go out of my way to ask questions to better my understanding. I try to always be a positive influence on people and spread joy around me.

SKILLS

Creative and analytical thinker Multitasking Abilities, Flexible and Adaptable Detail-oriented, CRM Highly collaborative team player, preparation, Works Well Under Pressure, Complaint resolution

PRESENT EMPLOYMENT**LULU INTERNATIONAL EXCHANGE (Oct 2021- Present)**

Dedicated and experienced finance professional with over 3 years of experience working in Lulu International Exchange. Proficient in handling various financial transactions, customer service, and ensuring compliance with regulatory requirements. Adept at managing client relationships and providing exceptional service in a fast-paced environment.

PREVIOUS EXPERIENCE**PRAKRITI SATHI MART (Feb 2019-Aug 2021)**

Presenting products or services to prospective customers. Product Knowledge Staying up-to-date with product features, benefits, and training to effectively communicate value to customers.

PANCHAKOSHI DEVELOPERS PVT.LTD (April 2019-Dec 2020)

Communicating with clients to resolve account-related queries. Providing account summaries and reports to clients as needed. Assisting in addressing client concerns or escalating issues to the appropriate departments.

ACHIEVEMENT

Multiple times achieve Employee of the month
 Responded to over 85 customer calls daily and solved 90% of their concerns.

INTEREST

Playing football, watching Culture Dance, Cricket, Listening to Music and Mostly Travelling.

ACADEMIC QUALIFICATIONS

COURSE	BOARD	PLACE	YEAR
School Leaving Certificate	DIVYA JYOTI ENG. BOA. SCHOOL	Nepal	2018
Intermediate Education	JANA JYOTI HIGHER COLLAGE	Nepal	2020

DUTIES AND RESPONSIBILITIES

- Establishes policies by entering client information; confirming pricing.
- Maintains communication equipment by reporting problems.
- Accomplishes sales and organization mission by completing related results as needed.
- Greet clients and visitors with a positive, helpful attitude.
- Assisting clients in finding their way around the office.
- Announcing clients as necessary.
- Helping maintain workplace security by issuing, checking and collecting badges as necessary and maintain visitor's logs.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Maintain clean and orderly checkout area.
- Establish or identify prices of goods, services and tabulate bills using calculators, cash registers or optical price scanners.
- Maintaining positive stock.