

# Sameer Ghimire

## Customer Service Executive | Host | Cashier

Email: sameerghimire8290@gmail.com

Address: Sugar Camp, Jabel Ali, Dubai

Phone number: 971-542814139

LinkedIn: [linkedin.com/in/sameer-ghimire-aa56a0249](https://www.linkedin.com/in/sameer-ghimire-aa56a0249)

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### Summary

I am dedicated and disciplined individual with strong work ethic, excellent behavior and a commitment to workplace manners. Punctual and responsible, I always follow company guidelines and maintain high standard of discipline committed to delivering excellent support and improving customer experiences. With valuable work experience, I adapt quickly to new roles and responsibilities, ensuring efficient and teamwork in every task.

### Skills

- Accuracy in data entry
- Customer handling
- Effective communication
- Cash Handling
- Record Management
- Team Work

### Professional Experience

#### **1. GLOBAL VILLAGE, UAE**

**Oct 2024 – Present**

##### **Customer Service Executive/Cashier/Host**

- Greet and assist guests upon arrival, ensuring a warm and friendly welcome.
- Provide information about rides, attractions, and safety guidelines.
- Check tickets or wristbands for ride access and direct guests accordingly.
- Enforce safety regulations by explaining restrictions, such as height and health requirements.
- Engage with guests to enhance their experience and address any concerns.
- Managed daily cash operations with zero shortages or excesses.

#### **2. HOTEL PHOENIX NEPAL PVT. LTD.**

**Mar 2022 – April 2024**

##### **Waiter/Cashier**

- Built and maintained strong client relationships.
- Greet customers and present menus
- Make suggestions based on their preferences
- Keep tables clean and tidy at all times
- Deliver checks and collect payments
- Resolved of client issues, enhancing customer satisfaction.

### **Education:**

- **Udayasi English Boarding School, Udayapur, Nepal (2019)      GPA-3.2**
- **V.S. Niketan Secondary School, Kathmandu, Nepal (2021)      GPA-2.94**

**Knowledge of Software:**

- **Microsoft Word:** Proficient in document creation, formatting, and editing.
- **Microsoft Excel:** Advanced skills in data analysis, pivot tables, vlookup, xlookup, Index & Match, Filter, Slicer and financial modeling.
- **Microsoft PowerPoint:** Experienced in creating presentations with custom designs, charts, and multimedia.
- **Microsoft Outlook:** Proficient in email management, calendar scheduling, and communication tools.

**Languages:**

- Nepali (Fluent)
- English (Fluent)
- Hindi(Fluent)

**Personal Details:**

- Nationality: Nepali
- Date of Birth: 04/02/2004
- Marital Status: Unmarried
- Passport No.: PA0592582
- WhatsApp No : +977 9841457543