



# Monika Thapa

Customer service

Abu Dhabi,  
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**Date of birth**  
07/05/2002

**Nationality**  
Nepal

- Hobbies**
- Books reading
  - Cooking
  - Craft

- Skills**
- Customer Service
  - Communication Skills
  - Critical thinking and problem solving
  - Effective Time Managment
  - Fast Learner
  - Ability to Work Under Pressure

- Languages**
- English
  - Hindi
  - Nepali

## Professional Summary

Enthusiastic and detail-oriented customer service professional with over 3 years of experience in cashiering and retail operations. Skilled in handling financial transactions, delivering excellent customer support, and maintaining a high standard of accuracy and professionalism. Seeking to leverage these skills in a dynamic money exchange environment.

## Employment History

### Sales Assistant, Biba Apparels Trading LLC, Abu Dhabi

10/2023 - Present

- Engaged with customers to understand their needs, provide product recommendations, and ensure a positive shopping experience.
- Maintained high standards of visual merchandising and store cleanliness.
- Managed inventory and supported team in meeting sales targets.
- Demonstrated upselling techniques to increase average transaction value.
- Collaborated with team members to meet and exceed monthly sales targets.
- Assisted with daily cash reconciliation and stock inventory management.

### Cashier, BBZ APPAREL GROUP , Dubai

05/2021 - 05/2023

- Accurately processed high volumes of cash, card, and voucher transactions using POS systems.
- Handled foreign currency exchange transactions and ensured precision in money counting.
- Balanced cash drawers at the beginning and end of shifts with zero discrepancies.
- Delivered fast and courteous service to minimize wait times and enhance customer experience.
- Maintained awareness of security procedures to detect fraudulent activities or counterfeit currency.
- Supported store promotions by informing customers and encouraging participation.
- Worked under pressure during busy hours, maintaining focus and accuracy.
- Assisted in training new staff on POS operation and customer handling.

## Education

### Bachelors, Siddharth Secondary College, Nepal

03/2019 - 03/2021