



## Contact

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📍 Majan , Al barari , Dubai-uae

## PERSONAL INFORMATION

- Father's Name: Rajen Thapa
- Date of birth: 07/30/1997
- Gender: Male
- Nationality: Indian
- Marital status: Unmarried

## Education

Graduated

**Siliguri College under N.B.U**

01/2019

12th

**MAHBERT High school Higher Secondary**

01/2016

10th

**MAHBERT High school Secondary**

01/2014

## Language

English : First Language

Hindi : Proficient **C2**

Bengali : Proficient **C2**

Nepali : Proficient **C2**

# GAURAV THAPA

## About Me

I am interested in securing a position when my abilities and qualifications can be fully applied for mutual benefit. I wish to work in an exciting and professional environment with continuous learning, development, and growth.

## Work Experience

July 2022 - Current

Supermarket staff

**Viva Supermarket | Dubai, UAE**

- Encouraged customer sign-ups to loyalty card schemes, promoting current offers for repeat customers.
- Helped with grocery packing, working efficiently to minimize delays for queueing customers.
- Processed customer refunds for faulty goods, reporting issues to senior management.
- Worked with tireless energy and drive to meet service targets and improve till-point efficiency.
- Scanned items with precision and speed, reducing customer wait times.
- Processed contactless, chip and pin, cash and voucher payments with meticulous accuracy.

September 2019 - May 2022

Back Office Associate

**UPDATER SERVICES | Siliguri, INDIA**

- Supported staff with clerical tasks for well-maintained office administration.
- Built and maintained strong working relationships across company, communicating clearly across written and verbal formats.

## Skills

- Database management
- Problem-solving
- Deadline management
- Budget management
- Quality Assurance
- Public Relations

## DISCLAIMER

I hereby declare that all information mentioned in this resume is true to the best of my knowledge and belief.

## References

Available upon request