



BIJAY POUDEL CHHETRI

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Location
Abu Dhabi

PERSONAL INFORMATION

- Date of Birth: 20-07-1993
- Marital Status: Single
- Nationality: Nepal

SKILLS

- Customer Service Excellence
- Sales & Upselling Techniques
- Communication Skills
- Problem Solving
- Teamwork & Coordination
- Typing & Documentation
- Time Management

LANGUAGES

- English
- Hindi
- Arabic

SUMMARY

Experienced and reliable household manager skilled in cleaning, meal preparation, home maintenance, and organizing daily operations. Efficient in multitasking, budgeting, and ensuring a safe and comfortable living environment. Dedicated to maintaining high standards of cleanliness and organization.



PROFESSIONAL EXPERIENCE

POSITION: Sales Associate

COMPANY: Bhat-bhateni Super Market Group, Nepal

PERIOD: 2021 to 2023

- Assist customers in finding products based on their needs.
- Answer customer questions and offer product recommendations.
- Stay informed about product details, promotions, and inventory.
- Explain product features, benefits, and usage to customers.

POSITION: Customer Service, Coordinator of Hertz/RTA

COMPANY: Al-futtaim transport and rental services, Dubai

PERIOD: 2016 to 2020

- Handle customer inquiries related to car rentals, returns, and RTA services.
- Provide accurate information about vehicle availability, pricing, and policies.
- Manage and process RTA vehicle registrations, renewals, and cancellations.
- Coordinate with RTA systems for vehicle inspections and documentation.

POSITION: Salesman, Merchandiser

COMPANY: Pran Foods LLC. Ajman

PERIOD: 2013 to 2015

- Arrange and replenish merchandise on shelves and displays.
- Ensure products are presented neatly and attractively to maximize visibility and sales.
- Promote and sell products to achieve sales targets.
- Demonstrate product usage and highlight key features and benefits.

POSITION: Baggage Services & Customer Care Assistant

COMPANY: Dulsco, LLC, Dubai International Airport

PERIOD: 2011 to 2013

- Assist passengers with lost, delayed, or damaged baggage.
- Coordinate with airline and ground handling teams to locate and deliver baggage.
- Handle customer complaints with empathy and professionalism.
- Escalate unresolved issues to supervisors when necessary.



EDUCATION & CERTIFICATION

- Higher Secondary (+2 Graduate) in KTM, Nepal