



PUJA PUN

Retail Sales & Telesales Executive

SUMMARY

A result oriented, competent & versatile professional offering 6 years progressive customer service industry experience, including more than 4 years experience in the Middle East UAE & acquainted with the latest trends in retail management & customers service. Seeking a challenging assignment in a reputed company. The aim is to provide high-end customer service to increase the company's growth and revenue.

EXPERIENCE

TELESALES EXECUTIVE

FEB 2020 - PRESENT

DU TELECOM, UAE.

- Maintaining and developing good relationship with customers.
- Reviewing own performance and aim at exceeding my target
- Providing accurate feedback on future buying trends
- Supporting end user on sales of various Digital Products
- Generating leads on various services while solving the queries of end user.

SALES ADVISER, CASHIER & ADMIN

DEC, 2017 - JAN, 2020

Dubai Outlet Mall (Retail Fashion) "Al Ahli Holding Group".

- Serves customers by helping them select products.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides outstanding customer service.

RECEPTIONIST

APR 2016 – OCT 2017

Sigol Wide Freight

- Receiving walk-in customers and presenting products to them.
- Providing administrative and clerical support
- Preparing letters and documents
- Receiving and sorting mail and packages
- Operating Point of Sale systems

EDUCATION

Tribhuvan University, Katmandu, Nepal.	BACHELOR IN BUSINESS STUDIES	2013 - 2017
Aptech Computer Education Center, Katmandu, Nepal.	Web designing & Well-versed in MS Office (Word, Excel, Powerpoint), Email and Internet applications.	2013

PROJECT

BBS PROJECT REPORT

Successfully completed during the course of BBS. By 2017 on the topic of Customer Perception towards Nabil bank L.T.D.

PUJA PUN

CONTACT

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SKILLS

- Good listening skills
- Quick learner
- Problem solving skills
- Excellent communicating skills
- High level negotiation skills
- Flexible

LANGUAGES

ENGLISH ● ● ● ● ●

HINDI ● ● ● ● ●

NEPALI ● ● ● ● ●

PERSONAL DETAILS

Date of Birth: 02nd Aug 1994

Nationality: Nepali

Marital Status: Single

Gender: Female

Visa Status: Employment Visa

HOBBIES

- Travelling
- Socialising
- Yoga