



# KABITA THAPA

Sharjah Al Nahda

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## OBJECTIVE

I desire to join a Company that has vision for growth and advancement. I have extensive years of experience and knowledge in customer service, which I believe would be an asset to an organization that aims for progress. In the long term, I aim to reach my full potential and further my growth with your team that will factor in the firm's advancement.

## EDUCATION & QUALIFICATION

S.L.C (School Leaving Certificate)	Year – 2008
10+2	Year – 2011
BBS	Year – 2014

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENT

Worked as a Sales Associate in Splash Fashion ( Landmark Group Dubai)  
From Jun 2020 to May 2022.

### *Sales Assistant*

#### Major Job Responsibilities:

- Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
- Negotiate and promote the company brand.
- Help, explain and demonstrate to customers what they are offering is worth buying
- Following all company procedures in cash handling and other common practices
- Maintaining general cleanliness, hygiene standards and visual displays
- Providing information to supervisors, co-workers.
- Developing constructive and cooperative working relationships.
- Relationship building and communicate effectively.
- Overall department/ Company support as needed

### Belucci Fashion Retail (Italy brand) Dubai

2023 July Continue...

### *Sales Associate*

#### Major Job Responsibilities:

- Provide exceptional customer service by performing up-selling, cross-selling, suggesting alternatives and following up on customers' requests
- Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times in alignment with the brand's image and coordination standards
- Address guest concerns, requests, or issues and solve them effectively.
- Inform Department Manager of unavailable and nonperforming products.
- Handle cash register and transactions with the customers in an effective and accurate manner as required.
- Communicate successfully with team members and management.
- Multi-tasking and ability to handle pressure.
- Ability to work effectively within a team oriented environment.

#### SKILLS & OTHERS

##### **Proficient in:**

- Proficient in Photoshop MS Office Package User i.e. Excel PowerPoint & Word
- Operating Systems: Windows 95/2000/XP/7

#### TRAINING/ WORKSHOP/CONFERENCE

- Customer Satisfaction Training.

#### LANGUAGE

##### **Fluent in:**

English, Nepali and Hindi (Written - Spoken)

#### PERSONAL

Date Of Birth : 07-02-1993  
 Gender : Female  
 Nationality : Nepali  
 Passport No : 06644713  
 Civil Status : Married  
 Visa Status : Husband Visa

#### REFERENCES

Available upon request