



## PERSONAL PROFILE

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More over 10 years of experience in different sector and different capacity including sales, operation, account ,Administrative Officer and modeling. Experienced of collaborating with senior manager and executive directors in sales and customer relations and managing organization .

## CONTACT

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## VISA STATUS

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### HUSBAND VISA

# SUMAN BHATTRAI

(PROMOTER/ADMINISTRATIVE OFFICER )

## SKILLS

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- Customer Services
- Receptionist Secretary
- Executive assistant
- Sales executive
- Beauty Adviser
- Promoter
- Brand Talk
- Computer Knowledge
- Microsoft Excel
- Microsoft Word
- Basic Tally
- Email/Outlook
- Modeling

## WORK EXPERIENCE

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### **AI RAWABI Dairy Farms DUBAI (Brand Talk)** **JUNE-2020- PRESENT**

- Promote a healthy lifestyle through superior dairy, functional food and food products.

### **Lakme Cosmetic NMC Group DUBAI (Beauty advisor)**

**JUNE-2019 TO MAY-2020**

- Greet customers upon their arrival.
- Cross-sell beauty products, when appropriate.
- Help clients find products they're looking for in our store.
- Ensure proper presentation of products on shelves.
- Explain to customers how to use products they're interested in buying.

### **NMC Trading LLC DUBAI (Customer Service)** **SEPTEMBER-2018 TO APRIL-2019**

- Helping ensure customer satisfaction by resolving customer issues/questions related to service, billing or other matters.
- Documenting customer information and call history information accurately for future reference.
- Support daily office administrative and maintenance work.
- Handle incoming and outgoing mails/document .

## EDUCATION

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**Higher secondary School (+2 Management)**  
**Shree Nepal Rastriya P.K.M Sec High School**  
**(2008)**

## EXTRA EXPERIENCES

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- **☐ YouTube Link (Modeling / Dance Choregraph)**

**<https://www.youtube.com/watch?v=kHogWEVaRCU>**  
**<https://www.youtube.com/watch?v=jeSFIXKUs-o>**

**<https://www.youtube.com/watch?v=9HLcbc77qiE>**

**<https://www.youtube.com/watch?v=hkQjMQjVMK4>**

**<https://www.youtube.com/watch?v=rb19II8cjl4>**

**<https://www.youtube.com/watch?v=Gv4ixRIKTAs>**

## LANGUAGES

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- **English**
- **Nepali**
- **Hindi**
- **Urdu**
- **Maithili**

## **Prime Cable Industries Pvt. Ltd( Kathmandu ,Nepal Administrative Officer)**

**FEBRUARY-2014 TO JULY-2018**

- Handle follow up customers/ enquires.
- Manage all files and documentation.
- Maintains office supplies inventory by checking stock to determine inventory level.
- Compile weekly reporting to GM & Directors as instructed. Other related duties assigned by Senior manager.
- Sending offers quotes, Negotiation Implemented and approved in-store promotions and discounts.
- Co-ordination & execution of order with the plant and interacting.
- Deal with customer service issues and resolved customer problems.
- Coordinated with sales team to ensure that everyone was on the same page.
- Ensured that overtime pay was applied to employee paychecks.
- Prepared daily weekly and quarterly sales reports.

## **Orbit International Kathmandu ,Nepal(Receptionist / Executive Assistant)**

**SEPTEMBER-2010 TO DECMBER-2013**

- Helping ensure customer satisfaction by resolving customer issues/questions related to service, billing or other matters.
- Documenting customer information and call history information accurately for future reference.
- Processing orders for new services requested
- Maintaining up-to-date knowledge and understanding of features of products and services, marketing promos, and special offers.
- Preparing correspondence and coordinating with other functions as necessary to resolve issues

**THANK YOU**