



**Chitra Bahadur
Thapa Magar**

Al Ain, UAE

Mobile: 058 210 4260

055 260 9012

raazpulami@gmail.com

Ramraaz6@gmail.com

Key Accomplishments:

- Employee of the month/Year 2018.
- Promoted from Customer Service Associates to Supervisor 2012.

Strengths:

- Self-Motivated
- Enthusiastic,
- Fast Learner,
- Persuasive,
- Energetic,
- Good team player,
- Result oriented,

Language:

- English
- Hindi
- Nepali
- Arabic (Basic)

Customer Service Rep / Sales Associate,

10 Years' Experience in Call Center, Retail Market and Manufacturing industries.

Polished, professional, experienced customer service rep offering:

- Ten years of experience providing customer support in busy call center environments, Retail Stores and Manufacturing Company to build excellent relationship with public and good benefits for the company.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

Experience

Customer Service cum sales Associate

08 Aug, 2016-Present, Magrudy's Enterprise LLC, Dubai, UAE

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, and consumer affairs.

Key Accomplishments:

- Managed a high-volume workload within a deadline-driven environment. Resolved more inquiries in any given week/day and consistently met performance benchmarks in all areas.
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary trainers of new and established employees.
- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

Customer Service Associate

10 Feb, 2015 – 29 Mar, 2016, Dar Al Hai Computer, Abu Dhabi

- Handled incoming calls from policyholders, responding to inquiries,
- Resolving problems and correcting policy errors.
- Provided quotes and executed online policy changes for auto, home and excess liability. Used consultative selling techniques to provide leads for telesales personnel.

Customer Service cum Sales Associate

26 Dec, 2010 – 22 Oct, 2014, Nightzone Fashion LLC, Dubai

- Giving advice and guidance on product, books selection to customers
- Assisting shoppers to find the goods and products they are looking for.
- Assisting customer to place their order, Providing customers with product information,
- Dealing with customers refund and exchanges,
- Giving advice and guidance on product selection to customers,
- Arrange ordering and delivery, receive deliveries from suppliers,

Customer Service Associate**10 Dec, 2007 – 12 Jan, 2010, Harta Packaging Ind. Bhd, Johor Malaysia,**

- Answering and attending phone calls,
- Make visitors list and assist the visitors to the particular depart person,
- Build sustainable relationship of trust through open interactive communication
- Providing accurate, valid and complete information,
- Handle the complaints provide appropriate solution and report to the manager
- Keep records of customer interactions, suggestions and update to manager,

Key Accomplishments:

- Recognized as “# Customer Service Rep of the Month” (out of 100 reps in division) in fall 2018. Ranking was based on accuracy, customer service, duration of calls, achieving KPI target and availability
- Promoted as a Supervisor from Customer service associate in fall of 2011.

Education

SLC from Gaun Phark Secondary School, Nepal

I.A. from Kalika Multiple College, Nepal

B.A. from Tribhuvan University, Nepal.

Skills

<u>Skill Name</u>	<u>Skill Level</u>	<u>Last Used/Experience</u>
Customer Service	Expert	Currently used/10 years
Call Center	Expert	Currently used/2 years
Service Operations	Expert	Currently used/10 years
Sales (Retail)	Expert	Currently used/10 years
MS Word, Excel, PowerPoint, Publisher,	Proficiency	Currently used/10years

Personal Details:

Name : Chitra Bahadur Thapa Magar
DOB : 12 Apr 1984
Passport No : 07365693
Religion : Christianity
Marital Status : Married
Nationality : Nepalese