





RINA GUBHAJU

Al Barsha1
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About Me

Customer Service and Administration Representative

I am a highly motivated person with the necessary skills and knowledge with many years of experience in Retail and Customer Service industry. Working in this industry for several years I feel I would be a valuable asset to your team. I have a wealth of experience when it comes to providing first class service and resolving any queries or issues that might arise with customers.

Work Experience

November 2021 - Current

Customer Service and Administration Representative

Just Padel Pro Sports Academy
Dubai
United Arab Emirates

- Welcoming the customers and answering their queries in a professional manner.
- Respond to phone calls, emails and messages promptly and thoroughly.
- Undertake administrative tasks as required.
- Complete transactions efficiently and keep payment records up to date.
- Organise birthday parties and events as a party co-ordinator.

October 2017 - October 2021

Admissions Attendant (Guest Service)

Dubai Parks and Resorts, Legoland
Dubai
United Arab Emirates

November 2013 - December 2016

Sales Associate

Timberland Garments & Shoes
Kathmandu
Nepal

May 2011 - May 2013

Sales cum Cashier

Sherpa Mall

Kathmandu
Nepal

Training and Certifications

- Guest relations and care training, LEGOLAND , 2017
- Billing and cash handling training, LEGOLAND , 2017
- CRM and VGS system training, LEGOLAND , 2017
- Guests complaints and problem solving training, LEGOLAND , 2017
- First Aid, CPR and AED training, LEGOLAND , 2017

Skills

- Computer literate, especially in MS Word, Excel, PowerPoint, Outlook etc.
- Effective verbal and written communication skills.
- Passionate about helping the team succeed.
- Active, self-motivated and hard working.
- Ability in building good relationship with people.
- AED/FIRST AID/CPR skills.

Education

- **Bachelor of Business Management (BBM)**

Patan Multiple Campus
Tribhuvan University
Nepal

Computer Proficiency

Operating Systems

- Microsoft Word ●●●●
- Microsoft PowerPoint ●●●●

Software

- Microsoft Excel ●●●●

Languages

- English ●●●●
- Nepali ●●●●
- Hindi ●●●●

Personal Details

Birthday: • 01/02/1991
Gender: • Female

Marital Status: • Single
Nationality: • Nepal

Address Details

Al Barsha1
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United Arab Emirates