



## ABOUT ME

Diverse experienced in Customer Service field in a challenging environment from Retail to Leisure & Entertainment industry. With my proven track record of hard work, team player, leadership and learning calibre I'm determine to take a more challenging role to contribute and lead a successful team.

- ✓ Transformational leadership
- ✓ Intrinsic motivation to inspire
- ✓ Receptive & change driven for best result

## SKILLS & COMPETENCIES

- Strong Communication Skills
- MS Office Proficient
- Excellent Customer Service
- Data Entry/Typing 50 Wpm
- Store Planning and Merchandising
- Personnel Training and Development

## COURSES & ACHIEVEMENTS

### Certified Advance MS Excel

*Learner's Point Institute, Dubai.*

### Certificate in Retail Management:

Merchandising, Distribution, and Marketing

*Alison Distance and Online Studies (Ireland)*

### Certificate in Leadership Skills in Business

*Alison Distance and Online Studies*

### Employee of the Month

March 2019 and December 2019



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# SHONGMINTHANG HAOKIP

**(MBA with over 7 years of UAE Experienced)**

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## WORK EXPERIENCE

### MERAAS, The Green Planet, Dubai

Mar 2016 - Present

#### Guest Service Associate

- ◆ Pre-opening crew of an ambitious, unique and successful project – The Green Planet by Meraas Leisure & Entertainment.
- ◆ To welcome, greet and provide guest services in a courteous and professional manner, including exclusive VIP guided tour for revenue generations.
- ◆ Provide information on wildlife and its important factors to the environment.
- ◆ Listen and take appropriate measures on guest suggestions and concerns for improvement.
- ◆ Involve in training and development of new staffs to build their confidence.
- ◆ Coordinate with various departments in the facility from Housekeeping, Security, and Maintenance as required.

**Team Lead-** Assist Duty Manager in daily operation, events and activities, staff management and other supervisory tasks.

### SPINNEYS DUBAI LLC , JLT Dubai

Sep 2013 - Mar 2016

#### Customer Service/Retail Merchandiser

- ◆ Provide product information and excellent customer service.
- ◆ Responsible for merchandising retail products as per FIFO and FEFO.
- ◆ Dealt with stakeholders on product quality and customer demands.
- ◆ Monitored product availability and replenish fast moving stock.
- ◆ Updated shelves edge and merchandised as per planogram.
- ◆ Monitored supplier's invoices and generate RTS as required.
- ◆ Accountable for handling the stock in SAP ERP.
- ◆ Liable for serving, guiding and creating LPO as required by customers.
- ◆ Responsible for recording shrinkage items for P&L tracking.
- ◆ Prepared monthly GRN/GRV summary.

### TCS, Kolkata, India

Sep 2012 - Sep 2013

#### Process Associate

- ◆ Converted first line mortgages to new CIBC ([www.cibc.com](http://www.cibc.com)) mortgage.
- ◆ Checked and verified borrower details.
- ◆ Updated the accurate data and create new accounts.
- ◆ Calculated and tallied the amounts and forwarded the same to finance dept.

## EDUCATION

### MBA (Online Studies)

2016 - 2018

Entrepreneurship & Leadership

AMITY UNIVERSITY, Delhi, India

### Bachelor of Arts

2009 -2012

English Literature and History

MANIPUR UNIVERSITY, Manipur (INDIA)

### Higher Secondary

2009

Science - Physics, Chemistry & Biology

MOREH COLLEGE, Manipur (INDIA)

