

Juju Nakarmi

Greensboro, NC, 336 329 2041 | jujunakarmi@gmail.com

OBJECTIVES

To excel my inner strength and abilities to the utmost level to meet my set of priorities by using my educational background and an environment that provides an opportunity to enhance skills and apply them to grow.

EDUCATION

People's Campus, Tribhuvan University Affiliated, Kathmandu, Nepal
Bachelor of Business Studies

Spring 2017

EXPERIENCE

Store lead:

October 2022-Current

Guitar Center,
Greensboro, NC 27403

- Guide and support fellow store associates in both sales and operational aspects, prioritizing the delivery of exceptional customer experiences
- Spearhead sales initiatives such as Synchrony and Pro Coverage, driving increased revenue and customer engagement
- Demonstrate a strong commitment to individual sales performance, acting as a lead to mentor and empower colleagues
- Proficiently execute merchandising activities, ensuring appealing product displays and effective utilization of space
- Manage product fulfillment for sales orders, guaranteeing prompt and accurate delivery to customers
- Ensure the optimal functionality of displays, enhancing visual aesthetics and product accessibility for shoppers
- Maintain accurate pricing for inventory items, preventing pricing discrepancies and ensuring transparency for customers
- Skillfully handle shipping and receiving processes, contributing to seamless inventory management
- Execute crucial inventory control functions, including cycle counting, to uphold inventory accuracy
- Assume responsibility for daily cash control and balancing, maintaining financial accuracy in all transactions
- Efficiently manage both opening and closing duties in alignment with prescribed schedules from management
- Conduct comprehensive training for newly hired Sales and Operations support staff, ensuring their effective onboarding
- Act as the manager when store leadership team members are absent, demonstrating leadership and decision-making abilities

Accountant:

June 2017- July 2022

Lucky Savings and Credit Co-Operative
Kathmandu, Nepal

- Conducted daily posting of vouchers, ensuring accurate and organized financial records
 - Managed the invoicing process for bill payments, contributing to the efficient management of accounts payable
 - Demonstrated proficiency in administering cash handling procedures, maintaining financial accuracy and accountability
 - Responsibly handled incoming customer calls, addressing inquiries related to money transfers, account balances, and bill processing
 - Facilitated effective communication between customers and internal departments through calls and emails, ensuring smooth information flow
 - Proactively conducted outbound calls to customers, updating their personal information and maintaining up-to-date records
 - Displayed language versatility by proficiently typing in both Nepali and English languages
 - Successfully supervised the workflow of shifts, optimizing productivity and task management
 - Assisted the team in troubleshooting and resolving various issues, fostering a collaborative and supportive work environment
 - Expertly managed the filing of customer complaints, demonstrating dedication to addressing and resolving customer concerns
 - Maintained well-organized customer files, contributing to efficient information retrieval and customer service
 - Skillfully transferred calls to relevant departments, directing inquiries to appropriate resources
 - Took on the role of coaching new team members, providing guidance and training to ensure their successful integration
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Language Consultant:

September 2021- December 2021

University of Minnesota Student

- Teach Newari language
 - Translate the English language to Newari Language
 - Work with PhD students
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SKILLS:

- Trilingual: English, Nepali, Hindi
- Computer skills: Microsoft Word, Excel, PowerPoint, Salesforce.com, Outlook
- Excellent Customer Service and interpersonal skills
- Fast learner, organized and detail oriented
- Excellent written and verbal communication skills