

Sujal Thapa

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Skilled sales professional with over 4 years of experience in customer service, retail sales, and technology demonstrations. Proven expertise in premium retail market, training retail staff, conducting product demos, and providing personalized customer solutions. Strong background in communication, problem-solving, and managing administrative tasks. Adept at delivering high-quality customer experiences while fostering a positive and inclusive environment.

EXPERIENCE

Philips Market Trainer

GTA Cluster

BDS Connected Solution

Jul, 2024 - Present

- Trained retail staff on Philips Versuni products for effective customer service
- Conducted product demos, answered questions, and addressed concerns
- Provided tailored solutions to enhance customer satisfaction and confidence

IROBOT Product Expert

Hamilton

BDS Connected Solution

Apr, 2024 - Present

- Assisted customers in selecting the right iRobot products based on their specific needs and preferences.
- Provided personalized recommendations, explaining product features and benefits to enhance the customer experience.
- Handled customer concerns and inquiries with patience and professionalism, ensuring a high level of customer satisfaction and repeat business.

Meta Virtual Reality Demo Specialist

Toronto, ON

BDS Connected Solution

Feb, 2024 - Feb, 2024

- Conduct product demonstrations to showcase features and benefits to customers.
- Provide guidance and support to customers in selecting the right products based on their needs.
- Maintain a thorough understanding of Meta products and services to effectively demonstrate and explain them to customers.
- Ensure a positive customer experience by addressing inquiries, providing information, and offering assistance.

Meta Retail Expert

Burlington, ON

Meta

Sep, 2023 - Dec, 2023

- Promoted Meta products to a diverse customer base, highlighting features and benefits.
- Managed customer relationships, providing attentive service and resolving issues.
- Supported seasonal promotions, ensuring excellent service and product recommendations.

Admin Support/ Sales Rep

Kathmandu

ITTI Computer World Pvt. Ltd

Mar, 2022 - Nov, 2022

- Assisted customers with selecting and purchasing laptops and electronics. Provided product information and recommendations.
- Responded to customer inquiries in-person, over the phone, and via email. Prepared and presented quotations to customers.
- Performed administrative tasks such as writing quotations, emailing customers, and filling out Excel spreadsheets when customers were not present.

Helper

Kathmandu

Manjushree Books

Jan, 2018 - Dec, 2021

- Managed printing tasks
- Assisted customers with inquiries and recommendations
- Handled billing and transactions
- Performed administrative duties

EDUCATION

Computer System Technician Software Support

Hamilton, ON

- Programming in Java, JavaScript, and Python
- Courses in Web Development, Database Management
- Hands-on projects in software development, troubleshooting, and technical support

HighSchool

Kathmandu

Reliance International College

Nov, 2019 - Jan, 2022

- Majored in Science with coursework in Physics, Chemistry (Organic and Inorganic), and Biology
- Additional studies in Mathematics, Computer Science, and Environmental Science
- Engaged in extracurricular activities such as MUNS and Computer Workshops

PROJECTS

SuperCell Sample Website

<https://suzaalt.github.io/A1/>

TRAINING/CERTIFICATIONS

Microsoft Package Training

2019

MCSE Nepal

Meta Sales Certificate

2024

Meta - (BDS)

SKILLS

Communication, Customer Service, Computer Typing and Data Entry(80wpm), Office Package, Problem Solving Skills

LANGUAGE

English, Nepali, Hindi

REFERENCES

Available If Needed