

REGINA SHRESTHA

Customer Service | Office Administration | Retail Sales

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Address: Scarborough, Canada (M1J 1S2)

Availability: Full Time

PERSONAL STATEMENT

I am deeply committed to delivering exceptional service and fostering robust relationships with customers. Additionally, I thrive in a collaborative environment and take great pleasure in working harmoniously with my colleagues to attain our collective objectives.

EXPERIENCE:

Retail Sales Representative (*September 2020 – October 2022*)

UFO Clothing Store, Pokhara, Nepal

- Achieve and exceed sales targets by utilizing effective sales techniques.
- Deliver exceptional customer service by greeting customers assessing their needs, and recommending products that meet their needs.
- Skilled in maintaining a clean and organized store environment, including managing inventory levels.
- Knowledge of point-of-sale (POS) systems and cash handling procedures, with experience in accurately processing transactions and reconciling cash registers.
- Collaboratively working with team members to achieve common goals and objectives.

Customer Service Representative | Office Administrator (*November 2019 – July 2020*)

Saleways Departmental Store, Pokhara, Nepal

- Proficiently handle visitor and caller inquiries, manage correspondence, and support administrative tasks for smooth office operations.
- Ensure that a client's needs are met, and issues are resolved in a timely manner.
- Responding to customers inquiries, finding appropriate solutions, and updating customer accounts and services.
- Work in collaboration with others to complete daily tasks and offer support to the team.
- Handle transactions accurately and responsibly.
- Collect payments whether in cash or credit.
- Scan goods and ensure pricing is accurate.

EDUCATION:

Bachelor of Business Administration (*September 2015 - September 2019*)

Pokhara University, Pokhara, Nepal

Major: Finance and Marketing.

SKILLS:

- Dedicated, organized, and quick learner with a proven ability to adapt to changing environments.
- Excellent verbal, written, and interpersonal communication skills, fostering strong customer relationships.
- Demonstrated accuracy and attention to detail in performing tasks efficiently and effectively.
- Proficient in using computers for data entry and report writing.
- Proficient in Microsoft Word and Excel.