**REGINA SHRESTHA**Customer Service | Office Administration | Retail Sales

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Email: [regishrestha03@gmail.com](mailto:regishrestha03@gmail.com)  
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.