



Devraj Neupane

 07459938978

 Neupanedev2055@gmail.com

 Woolwich, London

A self-assured, organised, team-oriented, and proactive individual with a strong background in computer systems and practical experience in retail management. Seeking an opportunity to apply my skills in a fast-paced business environment where I can learn and contribute effectively.

EDUCATION AND QUALIFICATIONS

BSc Hons Computing System

University of Ulster, London, UK

2019 - 2022

Second Class Upper Division (2:1)

WORK EXPERIENCE

Team Leader

CO-OP Foods, North Greenwich, London

2022 – Present

- Assigned tasks to team members and monitored their progress to ensure efficiency and productivity.
- Conducted regular team leader tasks including picking lists, gap scanning, MyWorks tasks, and leakage app investigations.
- Logged incidents and crime reports such as shoplifting and abuse using MySafety apps.
- Managed deliveries, ensuring accurate and timely receipt and storage of goods.
- Provided exceptional customer service, resolving inquiries and complaints effectively.
- Conducted stock counts and managed inventory levels.
- Oversaw deliveries and stock counts of cigarettes and vapes, ensuring compliance with regulations.

Sales Assistant

Valley Foods and Wines, Kidbrooke, London

2019 – 2022

- Delivered superior customer service and enhanced customer satisfaction.
- Implemented sales techniques and upselling strategies.
- Gained extensive product knowledge in food and wine.
- Managed inventory efficiently.
- Operated cash handling and Point of Sale (POS) systems.

- Communicated effectively with team members and collaborated to achieve store goals.
 - Demonstrated strong time management skills.
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Skills

- **Customer Service:** Expertise in providing exceptional service and resolving customer issues.
 - **Team Collaboration:** Effective team player with strong collaboration skills.
 - **Multitasking:** Proficient in managing multiple tasks simultaneously.
 - **Time Management:** Excellent organizational and time management abilities.
 - **Shop Floor Management:** Experience in maintaining and managing shop floor operations.
 - **Communication:** Strong verbal and written communication skills.
 - **Cash Handling:** Skilled in handling cash and processing transactions accurately.
 - **Adaptability:** Able to adapt to changing environments and situations.
 - **Problem-Solving:** Strong problem-solving and decision-making skills.
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Language Proficiency

- **English:** Fluent
 - **Hindi:** Fluent
 - **Nepali:** Fluent
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