

Sakriya Khadka

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Profile

Motivated and customer-focused professional with extensive experience in front-of-house operations, customer service, and sales within fast-paced retail environments. Proven ability to handle cash transactions, manage stock, resolve customer queries, and maintain a welcoming and efficient service environment. Adept at working independently or within a team, with a friendly and approachable. I seek to contribute to a dynamic team within the University of Birmingham's Sports Business Operations department.

Experience

Retail Manager & Till Manager

Namaste Sutton, Birmingham (Part-time, September 2023 – Jan 2025)

- Assisted customers in selecting products and services to meet their needs, ensuring a positive shopping experience.
- Delivered exceptional front-of-house service, welcoming and assisting customers to ensure a positive in-store experience.
- Managed all till operations, including accurate cash and card transactions, end-of-day reconciliation, and handling digital payments.
- Resolved customer issues promptly and professionally, escalating when necessary.
- Handled stock intake, restocking, and organised merchandise displays.
- Ensured store cleanliness and maintaining an inviting environment aligned with brand standards.
- Coordinated with staff to meet weekly and monthly sales goals.

Customer Service & Retail Associate

Bhatbhateni Supermarket, Kathmandu (March 2021 - September 2022)

- Greeted customers warmly and assisted with product selection and inquiries.
- Provided front-line customer service, including greetings, answering enquiries, and assisting with product selections.
- Efficiently processed sales transactions and maintain high accuracy in payment handling.
- Managed busy customer flows, supported promotions, and contributed to smooth store operations.
- Played a key role in handling complaints, ensuring swift and satisfactory resolutions.
- Participated in visual merchandising and stock displays.

Education

MSC COMPUTER SCIENCE | 2023/2025 | UNIVERSITY COLLAGE BIRMINGHAM

Achieved: Distinction

BSC HONS COMPUTING | 2018/2022 | COVENTRY UNIVERSITY

Achieved: First class honours

+2 LEVEL HSEB | 2014/2016 | TRINITY INTERNATIONAL COLLAGE

Skills & Abilities

- Strong communication and interpersonal skills
- Front-of-house and reception experience
- Excellent customer service & communication skills
- Cash handling, reconciliation & till management
- Conflict resolution & problem-solving
- Time management & ability to work under pressure
- Microsoft Word, Excel & Publisher proficiency
- Ability to work shifts, including weekends
- Friendly, approachable & team-oriented

Additional information

- Flexible and committed to working early/late shifts and weekends
- Open to additional responsibilities such as stock and reception inventory management
- Eligible to work in the UK
- Available to start immediately