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# SUMAN GAIRE

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## PROFESSIONAL SUMMARY

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Dynamic and adaptable Business Economics student with hands-on experience in business operations, marketing, and customer service. Demonstrated leadership through virtual internships with multinational firms, focusing on data analysis, project management, and process improvement. Strong problem-solving, analytical, and communication skills. Proficient in Microsoft Excel, PowerPoint, and SQL programming. Passionate about driving business growth and efficiency, with a focus on operational effectiveness and innovation. Currently pursuing a bachelor's degree in business economics with Marketing, aiming to leverage academic knowledge and internship experiences in a collaborative, fast-paced environment.

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## WORK HISTORY

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**Customer service representative**, 04/2024 - Current

**RAMA THAI Dundee** - Dundee, Dundee City

- Built strong client relationships by resolving complex issues and consistently exceeding sales targets.
- Improved service efficiency by analyzing customer feedback, identifying process gaps, and recommending actionable improvements.
- Used data from customer surveys to drive process changes, leading to higher satisfaction scores.
- Multitasked effectively to manage high-volume customer interactions, utilizing organizational and communication skills to ensure smooth service.

**Cashier**, 01/2021 - 01/2024

**McDonald's** - Tokyo

- Streamlined daily operations by training and mentoring new team members on cash register use, stock procedures, and customer service.
- Handled customer inquiries and transactions efficiently, maintaining accurate records through POS systems.
- Engaged in cross-functional teamwork to ensure a seamless customer experience and high service standards.

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## SKILLS

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- **Data Analysis:** Experienced in extracting insights from business data to support decision-making.
- **Project Management:** Skilled in tracking, analysing, and managing project tasks, with a focus on achieving project milestones.
- **Process Improvement:** Proficient in identifying operational inefficiencies and implementing solutions for enhanced performance.
- **Customer Service:** Expertise in managing client interactions, resolving complaints, and ensuring high satisfaction.
- **Technical Skills:** Proficient in Microsoft Excel, PowerPoint, SQL, and Python.
- **Team Collaboration:** Strong interpersonal skills, excelling in collaborative, fast-paced environments.

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## EDUCATION

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**Certificate of Higher Education:** Computing, Business and Accounting, 04/2021 - 03/2023

**India International School in Japan** - Tokyo

A- level Computing Graduate with Business and Economics also A- level Graduate in Accountancy

**Bachelor of Science:** Bachelor's in business economics with Marketing, 01/2024 - Current

**University of Dundee** - Dundee

- First semester Module with Fundamentals of Marketing with introduction of Modern Economy
- With Finance module passed in First semester for Introduction to Business Accounting

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## CERTIFICATIONS AND LICENSES

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- IEUK 2024 Business Operations and marketing with Bright Network

Certified in Bright Network's Internship Experience UK 2024 for Business Operations and Marketing, gaining practical experience with leading multinational companies. Developed key skills and industry insights through hands-on tasks and professional workshops

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## LANGUAGES

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- **ENGLISH: FLUENT.**

**HINDI: FLUENT**

- **NEPALI: NATIVE.**

**JAPANESE: UPPER INTERMEDIATE**

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## HOBBIES AND INTEREST

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- programming, e-sports and learning new language and Travelling