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|  |  | Prabin majhiSales Associate/Delivery Driver/Trainee Supervisor |
| ProfileProfessional with over 6 years of experience combining roles in delivery services and sales. I have spent 3 years in the delivery industry, logistics, customer service, and time management skills, ensuring timely and accurate deliveries. Additionally, with over 3 years as a sales associate, I have enhanced abilities in customer interaction, sales techniques, and product knowledge, contributing to revenue growth and customer satisfaction. During my tenure in Pizza Box LLC, I quickly distinguished myself through my punctuality, reliability, and exceptional customer service skills, recognizing my potential and leadership qualities, Pizza Box LLC offered me a position of Supervisor. This transition was supported by a 6 months training program where I enhanced my team management skills, operational planning and conflict resolution. My goal is to contribute to company’s growth by improving efficiencies, fostering a positive work environment, and maintaining highest standards of customer satisfaction.  |  | EDUCATIONKanchanjunga English High SchoolApril 2010 – June 2012I achieved my School Leaving Certificate with a stellar score of 69.88%! Navigating through the challenges and diving deep into the realms of knowledge, this score isn't just a number it's a testament to relentless dedication, unwavering commitment, and the thirst for learning. It symbolizes the hard work and the endless pursuit of excellence. This achievement is not merely a stepping stone but a leap towards future endeavors, unlocking doors to new opportunities and adventures.WORK EXPERIENCESales AssociateDec 2015 – Feb 2018Working as a Sales Associate at Wave Fashion Wear involved me in a dynamic role where I engaged directly with customers, offering personalized service and advice to enhance their shopping experience. In this position, I have honed your skills in sales techniques, product knowledge, and visual merchandising, ensuring the store's offerings were presented attractively to customers.* Provided outstanding customer service, assisting customers with product selection, and answering queries to ensure a positive shopping experience.
* Demonstrated in-depth knowledge of fashion trends and Fashion Wear’s product line to recommend and upsell items effectively.
* Managed inventory and restocked merchandise, maintaining an organized and appealing store layout.
* Processed transactions and handled cash and card payments with accuracy.
* Collaborated with the team to meet and exceed sales targets, contributing to increase in sales.
* Assisted in visual merchandising, creating attractive displays that enhanced product visibility and store aesthetics.
* Addressed and resolved customer complaints, ensuring customer satisfaction and loyalty.

Falafel Land Delivery DriverMarch 2018 – December 2018As a Delivery Driver for Falafel Land, my primary responsibility is to ensure timely and safe delivery of our food, providing an excellent customer service experience right to the customer’s doorstep. I played a crucial role in maintaining the reputation of Falafel Land for quality and service.* Safely and efficiently deliver food orders to customers in a timely manner. Verify orders before delivery to ensure accuracy and quality.
* Provide friendly and professional service at every delivery. Address customer questions or concerns at the point of delivery and report feedback to the management team.
* Knowledge of the local area and GPS technology to plan the most efficient delivery routes. Stay informed about road conditions or events that may affect delivery times.
* Collect payments from customers when necessary, providing accurate change and processing transactions according to company policies.

Pizza Box LLC Delivery Driver/Trainee SupervisorMarch 2019 – March 2022 After starting my career as a delivery driver, my hard work and dedication were recognized, leading to my promotion to a supervisor position. In this new role, I underwent a comprehensive 6-month training program designed to equip me with the necessary management skills, operational knowledge, and leadership abilities to effectively oversee and enhance the operations smoothly as per needs.* As Trainee Supervisor
* Overseeing and coordinating the daily operations of the delivery team, including scheduling and route planning.
* Training and mentoring new drivers and staffs, ensuring they understand company policies and customer service standards.
* Addressing and resolving customer complaints and issues, enhancing customer satisfaction and service quality.
* Collaborating with management to implement process improvements for better efficiency and effectiveness in operations.
* Monitoring and maintaining inventory levels, ensuring adequate supplies for business operations.
* Ordering and receiving daily produce and essentials to keep running the operation smoothly.
* As Delivery driver
* Efficiently delivered pizzas to customers, ensuring timely and accurate deliveries while maintaining high levels of customer satisfaction.
* Managed order logistics, route planning, and timely communication with customers and the restaurant.
* Maintained vehicle safety and cleanliness, adhering to all traffic and company regulations.
* Assisted in kitchen and store operations during off-peak delivery times, contributing to overall team efficiency.

**SKILLS** |

* Food Handling
* Delivery Driver Experience
* Costumer service
* Kitchen Experience
* Food Safety
* Sales
* Load & Unload
* Supervisor
* Interaction
* Intermediate level of computer literacy
* Managing stock
* Teamwork and adaptability
* Conflict resolution

## Additional

 I possess a Qatar light vehicle driving license with proficiency in using GPS.