



## SUMMARY

Hardworking and reliable sales associate with strong ability in sales and people skills. Offering teamwork, adaptability and communication. Highly organized, proactive and punctual with team-oriented mentality.

## SKILLS

Sales lights bulb	Power tool operation
Sales and profits maximization	Sales strategy expertise
Revenue and sales projections	Superb sales abilities
Accurate sales transaction	Sales closing
Hand tools and machines	Mechanical tool usage
Electrical tools	Product sales expertise
Power tool use	Sales understanding
Sales tactics	Hand tool knowledge
Tool inventory	

## EXPERIENCE

**Sales Executive** • *Speedex International LLC*  
Dubai • November 2022 to Current

- Assessed Price and customer issues to determine appropriate troubleshooting methods for remediation.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Collaborated with others to discuss new Hardware tools opportunities.
- Improved operations by working with team members and customers to find workable solutions.
- Improved customer satisfaction by finding creative solutions to problems.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

**Cashier and Sales Floor Associate** • *Royal Fashion Russia*  
Moscow • December 2018 to June 2021

- Helped customers find specific products, answering questions and offering advice.
- Processed returned items in accordance with store policy.
- Provided assistance with purchases, locating items and signing up for rewards programs.
- Read weekly sales inserts and monitored price changes.
- Troubleshoot and resolved issues with cash registers, card scanners and printers.
- Notified security of suspected theft, including descriptions of individuals and items stolen to help control store losses.
- Processed customer payments quickly and returned exact change and receipts.
- Inspected items for damage and reported issues to supervisor to return unsalable merchandise and obtain replacements for customers.
- Welcomed customers, offering assistance to help find necessary store items.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Worked closely with front-end staff to assist customers.
- Assisted customers with account updates, new service additions and promotional offers.
- Trained new team members in cash register operation, stock procedures and customer services.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Assisted everyone with completing end-of-day counts and securing funds to prevent loss or theft.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.
- Observed company return policy when processing refunds, including inspecting merchandise for wear or damage.

## EDUCATION AND TRAINING

Business, Commerce • *Machhapuchre Campus*  
Kaski • July 2003

**Higher Education** - Business • *Sangam Secondary High School*  
Lumle,kaski • May 2002

## LANGUAGES

## English:

Upper intermediate (B2)

## Russian:

Elementary (A2)

## Nepali:

Advanced (C1)

## Arabic:

Intermediate (B1)

## Hindi:

Advanced (C1)