



## CONTACT

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## EDUCATION

### Bachelor's in Business Studies(BBS)

Tribhuvan University /  
Kathmandu, Nepal / September,  
2022 - Present  
Management

## SKILLS

- Strong sale and customer service skills. - Experienced
- Excellent communication and interpersonal abilities. - Expert
- Proficient in using POS systems and handling cash transactions. - Experienced
- Product knowledge and ability to recommend suitable products. - Experienced
- Quick learner and decision maker. - Experienced
- Team player with a positive attitude. - Experienced

# MILAN UPRETI

## SALES ASSOCIATE

A motivated Sales Associate with strong customer service skills, product knowledge, and the ability to drive sales in a fast-paced retail environment. Skilled in engaging customers, processing transactions, and maintaining a well-organized sales floor.

## EXPERIENCE

### Sales Associate

Jagadamba Hardware / Jhapa, Nepal / June, 2022 - November, 2025

- Welcome customers to the store and answer their queries.
- Assess customers' needs and provide assistance and information on product features.
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
- Maintain in-stock and presentable condition assigned areas.
- Actively seek out customers in store & build productive trust relationships with customers.
- Team up with co-workers to ensure proper customer service.
- Process POS (point of sale) purchases.

### Sales Associate

Gorkha Department Store / Nepal / April, 2017 - March, 2019

- Assisted in visual merchandising, creating appealing displays that capture customer interest.
- Developed promotional strategies to increase sales volume.
- Handled customer complaints in a professional manner.
- Analyzed sales data to identify trends and adjust sales strategies accordingly.
- Computed purchases and received and processed cash or credit payment.
- Answered customer inquiries regarding product features, pricing, and availability.
- Demonstrated product features and benefits for customers' needs.
- Built and maintained relationships with peers and upper management to drive team success.
- Tracked sales performance metrics to identify trends in market place.

## TRAINING/CERTIFICATIONS

## LANGUAGE

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Nepali-Native ● ● ● ● ●

English ● ● ● ○ ○

Hindi ● ● ● ● ○

### Computer Operator

Rising British Language & IT College / 2015

Computer Hardware & Networking, Graphics Designing & MS Office.