



PRAMILA BASNET

Public Relations | Marketing | Sales

OBJECTIVE SUMMARY

To establish a brilliant and rewarding career that would help my skills and would be able to develop my potentials to gain more experience in working with various type of people and culture and to uphold professional ethics in the work.

PROFESSIONAL QUALITIES

- Ability to work within a fast-paced and constantly changing environment.
- Strong organizational, analytical, interpersonal and time management skills.
- Ability to carry out programs under established policies and command the respect of staff. Proficient in Word, Excel.
- Team player with customer service focus, problem solving, leadership and communication skills.
- Ability to multi task, flexibility / adaptability and open to learning.
- Highly motivated, committed and Smart Working.

CONTACT

PHONE: **+971-566911860**

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Visa: **Visit Visa**

PERSONAL DETAILS

Nationality : Nepali
Birth Date : June 09, 1988 Marital
Status : Single
Passport No. : 06005742
Languages : English, Hindi, & Nepali.

WORK EXPERIENCE

GULF AIR INTERNATIONAL AIRLINES

Receptionist & Customer Service Executive

May 2008 ~ April 2013

- Attracts potential customers by answering product and services questions.
- Suggesting information about other product and services.
- Opens customer account by recording account information. Maintains customer records by updating account information, resolves product or service problems by clarifying the customer's complaint.
- Ability to work in a fast-paced environment.
- Managed multiple phone line system and helped clients in all queries. Managed all travel bookings such as airlines, railways and ground transportation, organized all supplier rates and fare for customers and assisted in picking best one.

FOREVER 21 OF FASHION STUDIO LLC

Sales Associate

May 2013 ~ May 2015

- Greeted customers in a timely fashion while quickly determining their needs. Recommended merchandise to customers based on their needs and preferences. Responded to customer questions and requests in a prompt and efficient manner.
- Engaged with customers in a sincere and friendly manner, built relationships with customers to increase likelihood of repeat business, wrote sales slips and sales contracts, Prepared merchandise for sales floor.
- Reported incidents to management. Prioritized and accomplished wide range of tasks each shift.
- Updated computer inventory listings, Proposed innovative marketing ideas.
- Worked collaboratively in team environment, Followed latest market trends.

RITUALS (APPAREL GROUP)

Sales Executive / Beauty Advisor

Dec 2018 ~ Dec 2020

- Welcomed each guest while offering Ritual's tea and a superior customer experience. Exceeded all sales goals and achieved top tier level sales. Quickly established rapport with customers and created an extensive personal clientele. Successfully performed opening and closing duties including but not limited to, administrative POS closing, cash balancing and counting, and organizing counter.
- Responsible for proper promotion of products to all clients through professional tutorials and the introduction of new techniques to fully maximize use of product.