



## KUSUM LAMA THAPAMAGAR

Customer Service Representative/Sales Associate

Skilled **Customer Service Representative/Sales Associate** with 5 years track record of success. Maintain professional and calm demeanor under pressure. Thrive in high volume environments where knowledge, composure and interpersonal abilities are keys to success. Enthusiastic, outgoing and fashion-savvy Sales Associate proficient at building positive relationships with new and existing customers by offering superior customer service. Exceptional leader talented at Store Management, Back store Management. Technically-savvy with outstanding relationship building, training and presentation skills. Skilled Sales Associate with experience in the Retail industry.

### ● PERSONAL INFO

Hamdan Street, Abu Dhabi, UAE  
 +971567723723  
 Kusum\_lamaa@yahoo.com  
 28-Mar-1991

### ● SKILLS

Retail Management  
Leadership  
Delegation  
Ability to motivate others  
Team Player  
Quick Learner  
Sales Experience  
Multi Task Skills  
Customer Focus  
Results Driven  
Verbal and Written Communication

### ● SOFTWARE

Office (Word, Excel, Powerpoint) ●●●●○  
Internet & Email ●●●●○  
Retail POS ●●●●○

### ● LANGUAGES

English ●●●●●  
Nepali ●●●●●  
Hindi ●●●●●  
Arabic ●●○○○

### ● EXPERIENCE

2014 - **Customer Service Representative/Sales Associate/Team Leader**

Present Landmark Group

- ◆ Providing exceptional customer service experience by greeting, listening and assisting customers in exceeding their needs, demonstrating an excellent knowledge of the products.
- ◆ Handling cash and credit sales; operating cash register, Guarantee cross and up-selling for all product categories.
- ◆ Discussing with clients and give advices on general trends in fashion world and developments in luxury market, showing passion for fashion and luxury products.
- ◆ Build and strengthen relationships with customers, deal with different nationalities and personalities and put always the customers at ease.
- ◆ Assisting with sizing and fashion choices to ensure positive customer experience ensuring the achievement of individual and Store goals, enhancing and developing the business.
- ◆ Contributing to manage the visual display of the products in accordance ensured store functional maintenance and appropriate levels of products on the sales floor.

2009 - **Sales Associate, Kathmandu, Nepal**  
2011 Greenline Himalayan Retail

- ◆ Maintained adherence to all company protocols.
- ◆ Kept work areas clean and neat at all times.
- ◆ Provided repeat customers with exceptional care and attention.
- ◆ Operated a cash register for cash, check and credit card transactions with 100 % accuracy.
- ◆ Stocked and replenished merchandise according to store merchandising layouts.
- ◆ Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

### ● CERTIFICATION

- ◆ 4 times Employee of the Month for whole Fun City
- ◆ Scored above 90% in Customer Service Audit done by Dubai Service Excellence Scheme.

### ● EDUCATION

2012 Welhams College, Kathmandu, Nepal  
◆ Bachelor in Arts (Humanities).