

## NILESH HARIDAS DHAGE.

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### ***Commerce Post Graduate/ M.com/ Customer Service/ Accountant/ F&B Services.***

#### **Professional Objective:**

"To build up my career with the help of my basic skills of technical, analytic, logical and communication strength while enabling the organization to achieve targets and growth."

#### **Summary:**

- |                   |                    |                           |
|-------------------|--------------------|---------------------------|
| ☐ Sales Executive | ☐ Customer Service | ☐ Invoicing/Billing       |
| ☐ MS Excel        | ☐ MS-Office        | ☐ Power Point             |
| ☐ MS Word         | ☐ Outlook 365      | ☐ Customer Care (ph. Ord) |

#### **Professional Experience:**

 **SAIF AL BURHAN TRADERS LLC (1<sup>ST</sup> JULY 2020) DUBAI UAE**

**Designation:** Accounts receivable/Cashier

**Department:** Accounts.

**Duration:** till now working

#### **Nature of Duties:**

- ✓ Process accounts and incoming payments in compliance with financial policies and procedures.
- ✓ Perform day to day financial transactions including verifying, classifying, computing posting and recording accounts receivable data.
- ✓ Prepare cash invoice, delivery notes, sales invoice and bank deposits.
- ✓ Maintain books of accounts of the company.
- ✓ Facilitate payments of invoices due by sending bill reminders and contacting clients.
- ✓ Accurately processed the customer transaction and maintain the cash drawer.
- ✓ Keep track of inventory, check for stock at branches or order requested stock for customers.
- ✓ Prepare daily closing sheet report, sales report, petty cash book report.
- ✓ Calculate total payments received during a time period, and reconcile this with total sales.
- ✓ Scan all delivery notes and important documents of the company and maintain all those documents in the office
- ✓ Supply management with reports on customers need, problems, interests, competitive activities, and potential for new products and services.

## **Milk & Honey (Feb – April 2020) DUBAI UAE**

**Designation:** Sales-man / Cashier      **Department:** (Store Assistant)

**Duration:** 3 Months 2020

### **Nature of Duties:**

- ✓ Receive customer phone calls.
- ✓ Take order and give detail information about the product to the customer example (bakery, bread, meat, seafood, pasta, rice Etc.)
- ✓ Online order checking and preparing the delivery and inform to dispatch team.
- ✓ After that reconfirmation from customer order are received on cut out time.
- ✓ After placing orders, I used to check details. Inform to the customer including the name, contact number, address fill in the system.
- ✓ Helps customers find items in the store and maintain cash drawer.
- ✓ Assisted with maintain grocery stock.
- ✓ Provide exceptional service to the customers.
- ✓ Achieve agreed upon sales targets and outcomes within schedule.
- ✓ Compile and maintain non-monetary reports and records.
- ✓ Maintain positive business relationship to ensure future sales.
- ✓ Arranging for packing and delivery window and counter displays
- ✓ Prepare sales action plans and strategies.
- ✓ Developed and maintain customer database.
- ✓ Make sales calls to new and existing clients.
- ✓ Carry out market research and surveys.

## **HYPER CITY ANDHERI WEST (MUMBAI)**

**Designation:** Salesman      **Department:** Customer Service

### **Nature of Duties:**

- ✓ Meets with customers in a sales environment to drive products sales and knowledge.
- ✓ Makes sales appointments with clients.
- ✓ Teams with other employee to make sure that products are available and in the stores.
- ✓ Works with marketing departments to develop new sales strategies and how to make them work.
- ✓ Meets the retail associates to make sure that products is being sold.
- ✓ Assisting customers with queries and providing solutions quickly.
- ✓ Implement plans & policies
- ✓ Processing excellent product knowledge to inform and increase sales.
- ✓ Following up on order to prevent delay.
- ✓ Collaborate with team members to achieve better results.
- ✓ Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks for business.

**Educational Qualifications:**

Course	College/ University	Year	Remark
H.S.C	Maharashtra State Board	2012	PASS
Bachelor Of Commerce	Mumbai University	2016	PASS
Master Of Commerce	Mumbai University	2018-2020	PASS

**Skills and Achievements:**

- ❖ Working experience in POS (Point of Sale Management System).
- ❖ High proficiency in MS-Excel, MS-Word, MS-Outlook and PowerPoint.
- ❖ Excellent typing skills (30-WPM) ❖ Attended F&B Training.
- ❖ Taken up the responsibility of training the employees on Service, menu knowledge, Hygiene & cleaning to make operation smooth.
- ❖ Awarded with 2 time in the organization as (EMPLOYEE OF THE MONTHS)

**Strengths:**

- Quick Learner.
- Open to feedback.
- Smart Working.
- Good time management.
- Loyal and Hard Working.
- Can work under pressure with minimum supervision.

**Personal Information:**

**Name:** NILESH HARIDAS DHAGE.

**Nationality:** Indian.

**Date of Birth:** 21<sup>ST</sup> February 1995

**Marital Status:** Single

**Languages Known:** English, Hindi, and Marathi.

**Passport No.:** T-6172177

**Availability:** immediately join.

- ❖ All the above mentioned information is true to the best of my knowledge.

Yours Faithfully,  
Nilesh Haridas Dhage.