



ANITA SHARMA



anitachapagain25@gmail.com



+971565743056



+971561948753



Bur Dubai, Dubai,
United Arab Emirates

CREATIVE, PROACTIVE, RESPONSIVE

PROFILE

Enthusiastic and ambitious customer service specialist with wide-spread transferable skills in management, sales, and operations. Exceptional ability to connect with people and understand their wants, needs, and desires and delivering legendary service on every interaction.



WORK EXPERIENCE

AL MERAK ACCOUNTANT SALES ACQUISITION EXPERT

12/2020-till date

- Builds business by identifying and selling prospects.
- Maintaining relationships with clients.
- Identifies business opportunities by identifying prospects and evaluating their position in the industry
- Researching and analyzing sales options.
- Understanding customer needs
- Collecting customer information
- Explaining product features

SEPHORA, DUBAI, UAE SALES ASSOCIATE

09/2018-06/2020

- Listen & respond to customer's needs & concerns.
- Provide information about product & services.
- Review or make changes to customer's account.
- Handle returns or complaints.
- Research answers & solutions as needed.
- Record details of customer contacts & actions taken. Serving customers at the sales counter.
- Offering face to face advice to customers on the shop products.
- Maximizing store revenue by suggesting upgrades and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.

NESTO HYPERMARKET, AJMAN, UAE SALES ASSOCIATE/ CASHIER

02/2016-03/2018

- Advising & serving customers.
- Processing payments.
- Assisting customers in order to help them find what in need.
- Ensuring stock levels are well maintained.
- Promoting store cards or special offers.

NEEL DAVID'S BEAUTY SALON, NEPAL BEAUTICIAN/HAIR DRESSER

07/2013-10/2015

- Cut and style hair using appropriate products (e.g. clay, cream, serum)
- Provide custom manicures and pedicures
- Provide facials and apply makeup selected by customers
- Update customer records with each visit
- Answer phone calls and schedule appointments
- Up-sell and cross-sell services and products when possible

+ Interpersonal Skills

Good Coordinator	●●●●●●●●●●●●●●
Good Team Player	●●●●●●●●●●●●●●
Flexible & Multitasker	●●●●●●●●●●●●●●
Objectivity	●●●●●●●●●●●●●●
Communication Skills	●●●●●●●●●●●●●●
Decision Making	●●●●●●●●●●●●●●
Safety Management	●●●●●●●●●●●●●●

+ LANGUAGE

Hindi	Native
English	Professional
Nepali	Native
Urdu	Professional

+ TECHNICAL TRAINING

- Basic Computer & MS Office Course
- Fire Safety & Fire Prevention Training
- First Aid and CPR Training
- OD- People of Determination from SIRA
- HAIR STYLING Training
- DPS/ SIRA Training Certificate from Dubai Police Academy

+ EDUCATION

BACHELORS' DEGREE
TRIBHUVAN UNIVERSITY, NEPAL

2015

Higher Secondary Education
HSEB Board, JHAPA, NEPAL

2011

PERSONAL DETAIL

Nationality	Nepalese
Marital Status	Single
D.O.B	12/09/1994
Religion	Hindu
Passport No.	08923796

+ HOBBIES



Book
Reading



Making New
Friends



Travelling



Listening
To Music