

Sabin Khanal

Al Nakhell Oman Road, Ras Al Khaimah

+971 555880490

sabinkhanalpro29@gmail.com



Objectives

To serve the organization with all my knowledge and experience to achieve the organization goal as well as to enhance my skill and knowledge with new ideas and information on day to day work. I want to make my future career bright and successful by involving on renowned organization and their team family.

Education

2015 S.L.C

Nepal Rastriya Nirman Secondary School , Kathmandu

2017 HSEB (+2)

Nepal Rastriya Nirman Secondary School , Kathmandu

2018- Still Running at Tribhuvan University (Bachelor in Arts), Kathmandu

Skills

- ▶ Hardworking and taking the responsibility
- ▶ Good communication skill
- ▶ Self-motivated
- ▶ Working well as a team
- ▶ Fast learning
- ▶ Can work effectively under any situation

Work experience

Company: Landmark Group (Feb 2020- August 2020)

Position: Customer Service Representative

Duties:

- ▶ Welcoming customers, answering their questions and providing advice or recommendations.
- ▶ Resolving complaints or directing the customer towards customer service.
- ▶ Greeting customer, explaining about the tickets promotion and packages,
- ▶ Maintaining a clean workspace.
- ▶ Providing high level of professionalism, and strong customer interaction skills.
- ▶ Coming with multi-tasking and prioritizing ability and exceptional ability to follow-through customer cases in a timely manner.

Company: IMS Group, Samsung - Kathmandu, Nepal (Nov 2018- May 2019)

Position: Service Executive and promoted to F2F Engineer

Duties:

- ▶ Establishing standards and protocols to be used by the customer service team to promote customer satisfaction.
- ▶ Diffusing situations with dissatisfied customers.
- ▶ Supervising the staff's daily performance, provide employee performance reviews and handle any disciplinary actions necessary.
- ▶ Providing consultation and solutions to poor performing staff members.
- ▶ Making sure the staff knows the policies and adheres to them at all times.
- ▶ Assisting customer to learn product of Samsung , its usage helping to troubleshoot.
- ▶ Guiding new employees on basic service execution and procedures.

Company: Saleways , Kathmandu, Nepal (June 2017- May 2018)

Position: Sales Boy

Duties:

- ▶ Greeting and assisting customers as they shop for new product.
- ▶ Suggesting applicable and alternative products to help customers walk out the door with everything they need.
- ▶ Achieved daily sales goal by cross selling and promoting additional products and services
- ▶ Learning new products, its usage, how it works and helping customer to trouble shoot.
- ▶ Assisting other team members with transactions when necessary at rush hour
- ▶ Ensuring all stock is held in accordance after customer check the product.
- ▶ Cleaning the product while required like removing dust, dirt.
- ▶ Trained new employees on basic customer service techniques and procedures

Personal profile

Name: Sabin Khanal

Nationality: Nepali

Marital status: Single

Gender: Male

Language known: English, Hindi, and Nepali

D.O.B: April 12 1999

Passport Detail

Passport no: 10507342

Date of issue: 11 - Aug - 2017

Date of expiry: 10 - Aug - 2027

Visa status: Currently employed visa, free to join immediately.