



## Professional Summary

Seeking a good career and holding a responsible position in the reputed organization and ensure credible performance to work towards exceeding the set goals contributes for the organization.

## Experience (Achievements) :

2019-2020 : Sales Associate (Gorkha Department) in Nepal

### Responsibilities

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Superior product knowledge.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

2016-2018 : Reception (Himal Pharmacy & clinic center) in Nepal

### Responsibilities

- Welcoming visitors and solving their problems.
- Managing security and telecommunications systems.
- Handling queries and complaints via phone, email and general correspondence.
- Taking messages and ensuring they are passed to the appropriate staff member in time.
- Managing meeting room availability

2021-2023 : Crew Trainer (McDonald's)

### Responsibilities

- conducting training sessions on food preparation, hygiene, customer service and other topics
- Monitoring employee attendance and workplace productivity
- Assigning tasks and responsibilities to crew members based on their abilities and experience
- Ensuring that all safety regulations are followed in the workplace
- Creating schedules for employees' shifts so they know when they will be working
- Providing feedback and coaching to employees who need improvement in their performance
- Assisting with hiring, training, and supervising staff members to ensure the smooth operation of restaurants
- Maintaining employee records such as timecards and employee manuals
- Scheduling and coordinating staff training sessions with upper management

## EDUCATION

High School

RUPAK KHANAL

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Sharjah, UAE

Nationality: Nepali

Date of Birth: 01-07-2000

### LANGUAGE

English Good

Hindi Good

Nepali Native

### SKILLS

- Communication
- Leadership
- Teamwork
- Problem-solving
- Adaptability
- Customer service
- Time management
- Organization
- Technical skills
- Creativity
- Critical thinking
- Multitasking
- Initiative
- Attention to detail
- Stress management
- Conflict resolution
- Decision-making
- Sales skills
- Data analysis
- Networking