

SUMMARY

Energetic and customer-focused professional with strong foundation in roles related to assisting customers. Proven history of success in customer service positions. Robust collaborative and interpersonal abilities with the commitment to exceed customers expectations.

SKILLS

- Time Management
- Inventory Management
- Physical Fitness
- Adaptability
- Math Proficiency
- Computer Skills
- Flexibility

WORK EXPERIENCES

Pacific Building System Ltd – Framing Apprentice
Maple Ridge, BC Canada • March 2024 – January 2025

- Measured, cut, and assembled steel studs and tracks for walls, ceilings, partitions,
- Assisted senior framers and worked closely with other trades to maintain workflow and project timelines
- Framing Bath, Den, Laundry, Closet and Hallways.
- Gained hands-on experience by observing and practicing advanced framing methods under the guidance of experienced professionals.

Big Mart Super Store - Customer Sales and Service Specialist
Kathmandu, Nepal • June 2022 - January 2023

- Researched and resolved billing discrepancies to enable accurate billing.
- Assisted with billing inquiries and provided timely responses to enhance customer satisfaction. □ Demonstrated excellent customer service, and developed, and maintained client relationships.
- Monitored customer accounts to identify and rectify billing issues.
- Engaged with clients via incoming calls, email, and the company's application to swiftly settle any issues.

Big Mart Super Store

- Customer Helper • March 2019- May 2020 □ Greeting customers and helping.
- Guiding customers through the store layout and helping them locate different departments and sections.
- Address complaints from clients and provide guidance and relevant information.
- Keeping shelves well-stocked and ensuring products are neatly arranged.

EDUCATION

Bachelor in accounting • Acsenda School of Management
Pursuing

AVAILABILITY

Open availability