

**ANAND KUNWAR RANA** Juma Suhail Bldg, Port Saeed Road, Deira, Dubai,UAEMobile no:(+971) 055-5125792 Email Add:*anandrana2008@yahoo.com* **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CAREER OBJECTIVES:**

A lively, enthusiastic and confident graduate with excellent interpersonal and organizational skills. Keen to progress and develop a career in business industry. Self-assured with the ability to work as a team member or under own initiative. Aiming to realize my potential to the fullest by adding value to the organization in which I work .Seeking an employment that gives me responsibility and freedom to leverage my potential.

**QUALIFICATION:**

- Excellent interpersonal, verbal and written communication skills.

- Punctual, self-motivatedand dedicated to job.

- Hardworking, patient, can work under pressure and very eager to be train if

- necessary to meet the excellence of company.

- Quick learner and willing to be train in different fields.

**WORK EXPERIENCE:**

***CASHIER:***

**M.H. Alshaya Co.LLC**

H&M Deira City Center

June 2008 - present

RESPONSIBILITIES:

- Greeting customers in cash point.

- Handling cash through different modes of transactions i.e. credit card and cash.

- Handling foreign currency.

- Helping in refund and exchange.

- Helping customer to reserve their selected items.

***SALES ASSOCIATE:***

**M.H. Alshaya Co. LLC**

H&M Deira City Center

March 10th 2008 - present

RESPONSIBILITIES:

- Meet and greet customer.

- Ensure that all clothes/merchandise are displayed properly.

- To keep record of top selling items.

- Pricing sale items and price reduced items.

- Assist client and ensure that they are properly attended.

- Assists in the implementation of company marketing plans as needed

- Deliver excellent customer service in order to maximize potential sales.

- Seek to optimize store retail standards in both front of house & rear of house in

order to maximize turnover.

- Keep up to date with all available brands specific product knowledge.

- Assist the customer with the aim to fully please them and having them leave the

places very satisfied by ensuring their needs are met all time.

***Senior Sales Executive:***

**Red Chariot International Call Center Nepal**

October 2007 – February 2008

RESPONSIBILITIES:

- Service to approximately 250 to 300 outbound and inbound calls from an

automated database.

- Opening calls, stating the purpose and provide product information to the

customer.

- Promote product/service by highlighting its best features.

- Convince the customer to buy the product by using telemarketing skills.

- Defuse difficult call situations and ensure pleasant call experience.

- Taking the information required from the positive prospect and closing the calls.

- Achieve daily weekly individual targets.

***CAMPAIGN DIALLED***

- Line Of Credit for US based customers.

- Telstra Network for Australian based customers.

- Earth Link for US based customers.

- Three network for UK based customers.

- Nirvana Tel Calling Card for US based Asian customers.

- British telecom for UK based customer.

***Senior Sales Executive:***

**Link Tree International Call Centre Nepal**

July 2006 - January 2007

RESPONSIBILITIES:

- Service to approximately 250 to 300 outbound and inbound calls from an

database.

- Opening calls, stating the purpose and provide product information to the

customer.

- Promote product/service by highlighting its best features.

- Convince the customer to buy the product by using telemarketing skills.

- Defuse difficult call situations and ensure pleasant call experience.

- Taking the information required from the positive prospect and closing the

calls.

- Achieve daily weekly individual targets.

***SENIOR SALES EXECUTIVE:***

**Serving Mind International Call Center Nepal**

June 2004 - July 2005

RESPONSIBILITIES:

- Service to approximately 250 to 300 outbound and inbound calls from an

automated database.

- Opening calls, stating the purpose and provide product information to the

customer.

- Promote product/service by highlighting its best features.

- Convince the customer to buy the product by using telemarketing skills.

- Defuse difficult call situations and ensure pleasant call experience.

- Taking the information required from the positive prospect and closing the calls.

- Achieve daily weekly individual targets.

**EDUCATIONAL ATTAINMENT:**

**Scottish University Mission Institution**

Kalimpong District Darjeeling, India

High School Degree Second Division

West Bengal Board

**Scottish University Mission Institution**

Kalimpong District Darjeeling, India

Higher Secondary Degree Second Division (Arts)

West Bengal Board

**PERSONAL DETAILS:**

Nationality : Nepali

Date of Birth : Sept.05, 1982

Passport No. : 3710836

Date of Issue : Oct.10, 2007

Date of Expiry : Oct.09, 2017

Place of Issue : Kapilvastu, Nepal

Marital Status : married

Visa Status : Employment Visa (Transferable with N.O.C.)

I hereby certify that all the information and data I have given above

are true and best of my knowledge and belief.

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**ANAND KUNWAR RANA**