

**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**