



NABIN KUMAR UPRETI

CUSTOMER SERVICE ASSISTANCE, SALES ASSOCIATE

CONTACT

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SKILLS

- Product Knowledge
- Problem Solving
- Active Listening
- Teamwork
- Time Management
- Leadership
- Customer Service skills
- Critical Thinking
- Multitasking
- Adaptability
- Reliability
- Organization

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Malaysian (Fluent)
- Indonesian (Intermediate)

TRAININGS

- CPR first Aid
- Fire Marshal Training level 2
- Manual Handling Safety Training
- Cert of Attend Wine Training

REFERENCE

Available upon Request

PROFILE

Retail professional with 8+ years of experience in customer service, merchandising, and sales. Skilled in exceeding sales targets, inventory management, and driving customer satisfaction. Strong communicator, problem-solver, and leader in fast-paced environments. Dedicated to exceptional service and team success.

WORK EXPERIENCE

MMI - Maritime and Mercantile International, (Dubai)

Customer Service Assistant

2024 - Present

- Provided exceptional customer service, addressing needs and concerns promptly. Handled difficult situations with strong communication, maintaining a positive company image. Assisted with product inquiries and purchases, ensuring a seamless experience. Resolved complaints using active listening and problem-solving skills. Maintained accurate sales records and collaborated with team members to achieve targets. Consistently met performance metrics, including customer satisfaction and sales goals.

KOOIK MART SUPERMARKET L.L.C, (Dubai)

merchandiser/Cashier

2023 - 2024

- Develop merchandising strategies that align with customer expectations and company goals. Manage POS systems and payment methods efficiently. Analyze sales, customer feedback, and market trends to anticipate product needs and plan stock.

ZALORA Group, (Malaysia)

Senior Sale Associate (Fashion)

2018- 2022

- Address customer concerns promptly and professionally, escalating when necessary. Achieve and exceed sales targets with creativity, leveraging product knowledge for upselling and cross-selling. Maintain store standards, ensuring cleanliness and stock replenishment. Follow security policies to minimize loss. Use advanced selling skills to meet customer needs, increase transaction value, and build repeat business.

Pet Arabia Co. (Bahrain)

Outlet center Retail sale assistant

2013- 2016

- Assist customers by explaining product features, benefits, and specifications; offer advice on suitable options. Handle queries, process payments, and ensure excellent customer service. Meet sales targets through up-selling and cross-selling. Maintain product knowledge, manage promotions, and follow company policies for pricing, inventory, and after-sales service. Ensure store cleanliness and grooming standards are upheld.

EDUCATION

2007 - 2010

Major English and Science
College of Higher Education, Nepal

GPA: 3.8 / 4.0