



Personal Info

+971551167124
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Electra street , Abu Dhabi ,
United Arab Emirates

Nationality
Nepalese
Driving License
Light vehicle
Date of birth
09/09/1989

Skills

- ☐ Creativity
- ☐ Leadership
- ☐ Communication
- ☐ Work ethic
- ☐ Problem-solving
- ☐ Time management
- ☐ Teamwork
- ☐ Adaptability
- ☐ Interpersonal skills
- ☐ Attention to detail

Languages

- ☐ English
- ☐ Hindi
- ☐ Nepali
- ☐ Arabic

Sulab Ghimire

Dedicated and proactive Customer Service professional with six years of experience in delivering exceptional support across various industries. Known for providing high-quality service, resolving customer issues efficiently, and enhancing client satisfaction through effective communication and problem-solving skills. Proven ability to handle complex inquiries, manage customer relationships, and contribute to team success.

Work Experience

security cum receptionist, orion security services, Khalifa university main campus

January 2023 - Present

- Managed front desk operations for a busy security reception area, greeting visitors, answering phones and responding to customer inquiries.
- Ensured that visitors and personnel have the appropriate badges and access cards, and documented all visitors in the security log.
- Reviewed and enforced safety and security protocols, procedures, and policies.
- Coordinated with security personnel to respond to emergency situations.
- Investigated and resolved customer complaints in a timely manner.
- Trained security personnel on proper security procedures and protocols.
- Collaborated with other departments to ensure the safety and security of the premises.
- Developed and implemented procedures to ensure the safety and security of personnel and property.

security site supervisor, orion security services , Abudhabi mall

2019 - 2022

- Successfully managed security operations for a high-profile commercial organization with over 500 employees.
- Implemented a comprehensive security system that enabled quick response to threats and ensured employee safety.
- Developed innovative strategies and procedures to identify and mitigate potential security risks.
- Established and maintained relationships with local law enforcement agencies to ensure proper investigation and resolution of security incidents.
- Monitored and investigated suspicious activities and potential breaches of security protocols.

- Established security protocols for onboarding and offboarding of employees and contractors.
- Trained and supervised a team of 15 security personnel in the enforcement of security policies.
- Developed and implemented emergency preparedness and response plans.
- Conducted regular security audits to identify areas of improvement and ensure compliance.
- Liaised with multiple stakeholders and managed security operations across multiple sites.

Sales associate , Ansar group, Ansar mall , Sharjah

2011 - 2014

- Experienced Sales Associate with 3+ years of experience in retail operations.
- Skilled in providing excellent customer service and resolving customer inquiries.
- Developed strong product knowledge, enabling customers to make informed decisions.
- Implemented innovative strategies to increase sales and customer loyalty.
- Met and exceeded monthly sales goals.
- Proficient in using point-of-sale systems to process payments.
- Trained and mentored new sales associates.
- Collaborated with store management to develop promotional strategies.
- Managed product inventory and restocking to ensure availability.

Courses

Diploma in accounting package , Global computer Institute , Nepal

2010

Basic security traning, National training institute , Abudhabi

2018 - 2024

Hobbies

Sports, travelling , music and UFC

DECLARATION

I hereby declare that the information provided in this CV is true and accurate to the best of my knowledge. I understand that any false or misleading information may disqualify me from consideration for the position or result in the termination of employment if discovered after hiring.