



UPASANA GURUNG

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OBJECTIVE

An ambitious, creative and highly motivated individual, who has a passion for the uncompromising commitment to quality and outstanding customer service. I'm looking for career advancement opportunities with a company that will not only challenge my profession but will also allow me to develop my knowledge & potential still further.

RESUME SYNOPSIS

- Professional with 6 years of experience in the hospitality industry.
- Customer service professional with over 2 years of experience in the retail industry as a fashion consultant.
- Communication proficiency in 4 languages namely – English, Hindi, Nepali, Bengali.
- Full-time Graduation in B.A Honours in English Literature.

CAREER CONTOUR

Designation	Employer	From	To	Location
Medical Receptionist	IBN HAYAN (TAJ MEDICAL CENTER)	2024	-	Bahrain
Captain	La Reine Cafe	2022	2023	Bahrain
Receptionist	BAPCO	2019	2022	Bahrain
Cashier	Norolo house cafe	2018	2019	Bahrain
Fashion Consultant	High Deign	2017	2018	India

RESPONSIBILITY SYNOPSIS (CUSTOMER SERVICE / SALES)

- Cash handling, management, reporting and reconciliation for self and duty staffs when assigned.
- Customer service- response and resolution of any query, issues as faced by the customer through deep understanding and analysis of stated and unstated needs.
- Store contact handling (call / email).
- Stock keeping, reconciliation and transfer activates of both stocks and pay-ins.
- Shift management, Adaptability, Self-control and Taking responsibility.

KEY SKILLS AND CHARACTERISTICS

- Excellent listener
- Poised under pressure
- Staff training & coaching
- Recruiting and hiring talent
- Quality Assurance
- Solid writing and verbal communicator

CHERTIFICATE OF APPRECIATION

- BAPCO certificate oof hospitality management
- Employee of the month Norolo House Café (Bahrain)
- Employee of the month Fine Food and BARCO (Bahrain) • Employee of the month High Deign (CCU Airport Kolkata)

COMPUTER SKILLS

- MS OFFICE(Word, Excel , Access, PowerPoint
- Email (Mail Merge, Filters)
- Spreadsheet (Excel)
- Financial Accounting System
- Diploma in information Technology Application
- Communication And Collaboration Tools (Skype, Zoom, Etc)

SCOLASTIC

Degree	Specialization	Board / Univ.	Year	Mode of Edu
Graduation	English Honours	Vidyasagar University	2017	Regular
X + II	Commerce	CBSE, India	2013	Regular
X	-	CBSE, India	2011	Regular

PERSONAL ATTRIBUTES

- Date of Birth: 09th December 1994
- Civil Status: Married
- Nationality: Indian
- Languages: English, Hindi, Nepali, Bengali

SELF DECLARATION

I hereby self-attest the authenticity of all information fetched above as of date mentioned below.

DATE:

PLACE:

UPASANA GURUNG