



SHILA GURUNG

- Date of Birth : 2003.07.27
- Gender : Female
- Passport No: PA0022278
- QID : 30352403171
- Nationality : Nepali

CONTACT

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Alsad, Doha - Qatar

EDUCATION

2019 - 2021

HILL TOP SECONDARY SCHOOL

- +2 Degree in Management Faculty

SKILLS

- Management
- Customer Service
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Computer Skill

LANGUAGES

- English (Fluent)
- Nepali (Fluent)
- Hindi (Fluent)
- Arabic (Basic)

PROFILE

I am an energetic young person with pleasant and friendly personality. I am good team worker and have ability to do things with minimum supervision. I believe that I can adapt to changing environment. Furthermore, I am a self motivated person who can make the initiative in any given situation to carry my duties independently.

WORK EXPERIENCE

Lulu Hypermarket - Doha - Qatar

2023 - PRESENT

Cashier

- Customer Service - Providing friendly and effective service to customers, including greeting them, processing transaction and addressing inquiries.
- Cash handling - Accurately handling cash, credit and debit transaction, processing payment and issuing receipt.
- Point-Of-Sale (POS) System - Operating POS Systems to Scan Item, enter Price apply discount or promotions, and process payments electronically.
- Accuracy and attention to detail - ensuring transaction are proceed accurately, balancing cash register at the end of the shift, and maintaining proper documentation and transactions.

Classic Tech - Nepal

2022-2023

Internet Service Provider Company

Front Desk Officer

- Customer Service - Greeting Customers and answering inquiries and providing information about available internet plans, packages and services.
- Account management - Assisting Customers with account setup, billing inquiries and account change (e.g- upgrades, downgrades, cancellations)
- Technical Support coordination - Coordinating technical support request, scheduling appointment for installation or repairs, and ensuring timely resolution of customer issue.
- Documentation and Record - Keeping - Maintaining accurate customer records, documenting interaction and updating Customer information in the CRM System.
- Payment Processing - Processing Payments, issuing receipt and handing cash or electronic transaction securely and accurately.
- Attention to details - Ensuring accuracy in processing transactions, documenting customer interaction, and managing customer accounts.

I certify that all particulars stated by me in this application are true and accurate. I am aware if these particulars are found to be false or inaccurate prior to my selection, my application will be rejected and that if particulars re found to be false or inaccurate after my selection, I will be dismissed service without compensation.

02.05.2024

Shila Gurung