

RAJANEE KUNWAR

FRONT DESK RECEPTIONIST



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+971 557719399

Email
kunwarrajanee@gmail.com

Nationality
Nepali

Total Work Experience
9 years 5 months

Language
English, Hindi

Address
Sharaf DG, United Arab
Emirates (UAE)

KEY SKILLS

- Excellent Communication Skills
- Time Management Skills
- Attention to detail
- Customer Services
- Calendar Management
- Professionalis
- Organizational Skills
- Problem Solving
- Basic Computer Skills

PROFESSIONAL EXPERIENCE

Educate The Children Nepal

Front Desk Receptionist

***Jul 2019 - Jun 2024
Kathmandu, Nepal***

1. Projecting professional welcome to the responsible authorities from partner organizations and other visitors.
2. Keep everyone visiting well informed in person and those on call via phone or email.
3. Handle incoming calls and provide information and transfer to the right department; as well as outgoing calls.
4. Handle incoming and outgoing email, package and deliveries.
5. Assist with filing; data entry; printing; copying and office supply management and maintain inventory and so on.

A to Z Saving and Credit Cooperative Ltd.

Cashier

***Apr 2017 - Jun 2019
Nepal, Nepal***

1. Process money transactions request by customers.
2. Manage cash flow and maintain a ledger balance at the end of the day.
3. Supervise the deposit and withdrawal of cash from the bank's vault.
4. Supervised a team of six Cash Collectors (daily saving collection and loan installment collection).

5. Cross check/Inform customer's about suspicious transactions.
6. Provide customer support.
7. Account posting through computer.

Namaste Supermarket

Sales Associate

Jan 2015 - Feb 2017
Nepal, Nepal

1. Greet customers; understand their needs; and provide recommendations.
2. Stay informed about products/services to effectively explain benefits to customers.
3. Ensure smooth order placements; invoicing; and payment handling.
4. Persuade customers; handle objections; and finalize sales.
5. Address customer inquiries; complaints; and post sale support.
6. Analyze customer preferences and provide feedback for business improvement.
7. Promote special offer; upsell additional products; and increase revenue.
8. Keep track of sales; customer details; and follow-up schedules.
9. Work with the marketing and delivery teams to ensure customer satisfaction.

EDUCATION

Master of Arts - English

Dillibazar Kanya Multiple Campus

2013
Nepal

Thesis/Dissertation topic: *Racism on To Kill A Mockingbird* by Harper Lee.

Bachelor of Arts - Arts&Humanities

Dillibazar Kanya Multiple Campus

2007
Nepal

ABOUT

Proven work experience (most recent) of 5 years as a **Front Desk Receptionist** in a not-for-profit organization in Nepal with ***excellent communication skills; time management; calendar management; organizational skills; problem solving skills and so on.***

Currently, I am seeking to kick-start my career in a new country to broaden my horizon of knowledge; and work with the best team in a multi-cultural environment setting that motivates ***excellence; passion for work; integrity towards the organization/company*** enabling me to become competitive in my chosen field/endeavor.