

# Rajani Sunuwar

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Energetic and dedicated Customer Service Assistant with a commitment to delivering exceptional service. Successfully completed secondary-level education and currently pursuing a Bachelor's degree, combining academic excellence with real-world experience. Known for strong communication skills, empathy, and a proactive approach to problem-solving. Thrives in fast-paced environments and strives to contribute positively to team goals. Seeking opportunities to leverage my customer service expertise and ongoing education to make valuable contributions in a dynamic work setting.

## WORK EXPERIENCE

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15<sup>th</sup> June 2021 – 23<sup>rd</sup> Aug 2023

*Customer Service Assistant Bigmart*

*Khumaltar, Nepal*

- Provided prompt and courteous assistance to customers, addressing inquiries, resolving issues, and ensuring overall satisfaction.
- Served as the main point of contact for customer inquiries, both in-person and over the phone, handling a high volume of customer interactions daily.
- Managed cash transactions accurately, processed payments, and provided change to customers. Maintained a high level of accuracy in cash drawer reconciliation.

## RELEVANT SKILLS

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- **Customer Service Skills:**
  - ✓ Demonstrated strong verbal and written communication skills to effectively interact with customers and address inquiries, complaints, and feedback.
  - ✓ Exhibited patience and composure, especially in handling challenging or upset customers, to resolve issues calmly and efficiently.
- **Cash Handling Skills:**
  - ✓ Proficient in accurately processing cash transactions, maintaining a high level of precision in cash handling, and ensuring balance at the end of each shift.
  - ✓ Skilled in operating Point of Sale (POS) systems to process transactions efficiently, apply discounts and manage sales records.
- **Product Knowledge:**
  - ✓ Demonstrated in-depth knowledge of products and services, enabling effective communication with customers, and assisting them in making informed purchasing decisions.

- **Problem-Solving:**
  - ✓ Applied analytical thinking to identify the root causes of customer issues and implemented effective solutions to enhance the overall customer experience.
  - ✓ Developed strong conflict resolution skills to address customer complaints and concerns in a timely and satisfactory manner.
- **Team Collaboration:**
  - ✓ Collaborated effectively with team members to perform and run day to day operations smoothly.
- **Technical Skills:**
  - ✓ Skilled in operating various Point of Sale (POS) systems and handling transactions accurately.
- **Language:**
  - ✓ Nepali (Native), English (Basic), Hindi (Fluent)

## **EDUCATION**

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### **Patan Multiple Campus (Patan Dhoka, Nepal)**

- Currently pursuing Bachelor's degree in Humanities

### **Shree Jana Jeevan Higher Secondary School (Pokali, Nepal)**

- Completed +2 level examination in Education in the academic session of 2020 A.D.

### **Shree Jana Jeevan Higher Secondary School (Pokali, Nepal)**

- Completed S.E.E. level examination held in the year of 2017 A.D.

## **DECLARATION**

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**I hereby declare that whatever is mentioned above is true to the best of my knowledge and belief.**