



KESHAV TIMSINA
CUSTOMER SERVICE OFFICER

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E-mail: keshav.timsina2050@gmail.com

❖ **Career Objective:**

To serve the organization by diligent work, with proper group synchronization and simultaneously add value to oneself and focus on quality and timely execution of the Assigned job.

❖ **Profile Summary:**

- Can handle multiple tasks effectively & very much flexible with time.
- Communication skills in English.
- Expert in handling people of diverse nationalities, and renowned for being an excellent team player.
- Possess excellent organizational skills & can work independently.
- Efficient, smart, reliable and hard working.
- Can work under pressure and meet deadlines.

Work Experience:

❖ **EMIRATES INDIA INTERNATIONAL EXCHANGE L.P.C Dubai**

(1st Feb 2022 till date)

Job Profile:

Customer Service Officer/Teller

- Attend counter customers, remittances sending and receiving from any part of the world.
- Issue demand draft, telex transfers, wire transfers and inter – UAE money transfer.
- Money & bank transfers to various countries, process and issue third party transactions.
- Register customer's transactions complaints, status and general enquiries.
- Ensure cash handling is done as per Company policy.
- Exchanging foreign currency.
- Balance currency, coin, and checks in cash drawers at ends of shifts and calculate daily transactions.

❖ **LULU GROUP INTERNATIONAL, UAE**

(11th FEB 2018 TO 31st OCT 2021)

Job Profile:

Sales Associate:

- Greeting customer, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Dealing with all customer queries about the products and services the company offers.
- Continuously updating knowledge of the company products, services and policies.
- Turning frustrated customer into happy customer while adhering to company policies.
- Directing customers to merchandise within the store.
- Maintaining the presentation of the sales floor, products, signage and displays
- cross-selling products to increase purchase amounts.
- Handling food and beverages products (FMCG), apparels and fancy wears, cosmetic products, electrical appliances etc

❖ **EDUCATION (Academics and Professionals)**

- Bachelor of Education (B. ED) from Tribhuvan University of Nepal
- 10+2 (Science) from Higher secondary education board (HSEB) Nepal-2014 (Attested)
- School leaving certificate (SLC) from SLC Board of Nepal -2011
- Computer operator training and Basic Microsoft application (MS word, Excel, PowerPoint, HTML) from ADS Cyber and computer institute Biratchowk, Morang, Nepal.

❖ **Personal Details**

- Full Name : Keshav Timsina
- Nationality : Nepal
- Date of Birth : 19th Dec 1993
- Gender : Male
- Marital Status : single
- Passport Number : 08534084
- Passport Expiry : 22-02-2025
- Present Address : Dubai, UAE.
- Visa Status : Employment(Transferable)

❖ **Deceleration**

I hereby declare that the information provided above are true and correct to the best of my knowledge and belief.

KESHAV TIMSINA