



International City, Dubai,  
DUBAI, U.A.E

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## SUMMARY

I am interested in securing a position when my abilities and qualification can be fully applied for mutual benefit. I wish to work in an exciting and professional environment with continuous learning development and growth.

## PERSONAL INFORMATION

- Father's Name: Rajen Thapa
- Date of birth: 07/30/1997
- Gender: Male
- Nationality: Indian
- Marital status: Unmarried

## PASSPORT DETAILS

- passport No : U7287300
- Place of Issue : Kolkata ,India
- Issue Date : 28-01-2020
- Expiry Date :27-01-2030

## SKILLS

- Database management
- Problem-solving
- Deadline management
- Budget management
- Quality Assurance
- Public Relations

# GAURAV THAPA

## EDUCATION

01/2019

**Graduated**

Siliguri College under N.B.U

Percentage: 48.50

01/2016

**12th**

MAHBERT High school Higher Secondary

Percentage: 67.75

01/2014

**10th**

MAHBERT High school Secondary

Percentage: 51.05

## EXPERIENCE

July 2022 - Current

**Supermarket staff Viva Supermarket** | Dubai, UAE

- Encouraged customer sign-ups to loyalty card schemes, promoting current offers for repeat custom.
- Helped with grocery packing, working efficiently to minimise delays for queueing customers.
- Processed customer refunds for faulty goods, reporting issues to senior management.
- Worked with tireless energy and drive to meet service targets and improve till-point efficiency.
- Scanned items with precision and speed, reducing customer wait times.
- Processed contactless, chip and pin, cash and voucher payments with meticulous accuracy.

September 2019 - May 2022

**Back Office Associate UPDATER SERVICES** | Siliguri, INDIA

- Supported staff with clerical tasks for well-maintained office administration.
- Built and maintained strong working relationships across company, communicating clearly across written and verbal formats.

## LANGUAGES

**English:** First Language

**Hindi:**

C2

Proficient

**Bengali:**

C2

Proficient

**Nepali:**

C2

Proficient

## DISCLAIMER

I hereby declare that all information mentioned in this resume is true to the best of my knowledge and belief.