

Sunita Adhikari

Saskatoon, SK, S7H 3W4

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Objective:

Dedicated and detail-oriented individual seeking a customer representative position. Eager to utilize my passion for customer service, strong work ethic, and teamwork skills to contribute to the success of the store while further developing my abilities within the retail industry.

Availability:

Monday – Sunday

Full Time- Day/Afternoon/Evening/Night Shift

Education:

- Post Graduate Diploma in Financial Planning, Lambton College, 2023
- Bachelor of Business Administration, Aryan School of Management, 2017

Skills:

- Strong customer service and interpersonal skills
- Ability to work in a fast-paced environment.
- Attention to detail and accuracy.
- Quick learner, capable of adapting to changing environments and tasks.
- Proficient in math for handling cash transactions and operating the POS system.
- Ability to handle and resolve customer concerns in a courteous and professional manner.
- Proficient in Microsoft Office and other relevant software.

Work Experience:

Cashier

Wox Box, Saskatoon (November 2023 to present)

- Resolve customer complaints, guide them, and provide relevant information.
- Greet customers when entering or leaving the store.
- Maintain clean and tidy checkout areas.
- Track transactions on balance sheets and report any discrepancies.
- Bag, box or gift-wrap packages.
- Handle merchandise returns and exchanges.
- Managing transactions with customers using cash registers

Customer Service Representative

Purolator Inc., Etobicoke, ON- Temporary (May 2022 to September 2023)

- Assisted customers with inquiries, complaints, and tracking information.
- Assisted in package shipments and deliveries including payment systems.
- Collaborated with team members to ensure efficient and accurate operations.
- Maintained a positive attitude and provided exceptional customer service.
- Handled cash transactions and maintained accurate records of billing and payments.

Hostess

Chutneys Restaurant, Etobicoke, ON (December 2021 to April 2022)

- Greeted customers and managed reservations.
- Provided menu recommendations and assisted with ordering.
- Ensured a clean and welcoming atmosphere for customers.

Relationship Executive

Machhapuchchhre Bank Limited, Kathmandu Nepal (May 2018 to October 2021)

- Assisting customers with account-related tasks such as opening new accounts, updating personal information, ordering checks or debit cards, and closing accounts when necessary.
- Providing accurate and detailed information about the bank's products and services, including savings accounts, loans, credit cards, investment options, and digital banking features.
- Offering guidance and assistance to customers on using various banking channels and self-service options such as online banking, mobile banking apps, and ATMs.
- Collaborating with colleagues and other departments within the bank to address complex customer issues, share best practices, and ensure a consistent and seamless customer experience across all touchpoints.
- Responding to customer inquiries via various channels such as phone, email, in-person, or through online chat services. These inquiries may be related to account balances, transaction history, product information, or general banking queries.
- Recommend additional products or services to customers based on their needs and preferences. This may involve cross-selling complementary products or up-selling to higher-value accounts or services.
- Generate leads through various channels, such as referrals, networking, cold calling, and outreach events. Follow up on leads promptly and effectively.
- Process cash transactions including deposits, withdrawals, and currency exchanges accurately and efficiently while adhering to bank procedures and security protocols.
- Perform various banking transactions using computer systems or manual processes. This includes posting deposits, disbursing cash, issuing cashier's checks, and processing loan payments.

- Handling the clearing of checks and other negotiable instruments presented by customers for deposit or collection.
- Processing domestic and international remittance transactions, including electronic transfers, wire transfers, and other payment method.

References:

Available upon request