



YAM THAPA

☎ 052-8970644 / 052-7671980

✉ bharatthapa267@gmail.com

SUMMARY

I have worked for the last 8 years in a Duty Manager role with a multi well-versed understanding in the ground of retail industry. Fully hands-on experience in handling customer satisfactions, stores operations, trainings, creating implementations, scheduling, and staff supervision. Highly motivated with an excellent common-sense skill in managing complicated customers issues, store related matters and carrying out smoothly of any internal practices.

EXPERIENCE

Sales Supervisor, 12/2020 – 10/ 2024
THE One (Total Home Experience)

Senior Salesperson/ Duty Manager, 10/2013 - 12/2020
THE One (Total Home Experience)

Head Cashier, 04/2009 - 10/2013
THE One (Total Home Experience)

Sales Coordinator cum Cashier, 09/2007 - 03/2009
THE One (Total Home Experience)

- The primary function is to drive the sales to achieve the sales targets whilst controlling the manpower and operating costs.
- The role is responsible for overseeing the daily operations of THE One Store, maintaining policy and procedure in line with company operating standards.
- Duty Management is also a core function, ensuring high visibility on the sales floor to maintain an efficient operation.
- Effective communication and collaboration with peers and other departments is essential to work towards a common goal.
- Implement action plans in conjunction with the Visual Merchandiser to promote commerciality of displays / merchandising.
- Monitor and maintain health, safety and security of people and products.
- Assist in the annual stock take preparations, following through to make sure all employees are adequately trained for the 'stock take night'.
- Implement high energy, informative and inter-active daily huddles to share relevant information and acknowledge both team and individual achievement.
- Deliver regular training sessions to ensure the sales team have an in-depth product knowledge and maintain consistent health, safety, and security practices.
- Assist in the delivery of employee's appraisals by giving feedback on the individual sales employee's performance
- Demonstrate effective customer service skills by resolving customer issues in line with company policy and procedure delivering a 'win-win' outcome
- Assist in the preparation of the employee working schedules to ensure the appropriate level of cover and proficiency of employees rostered, to align with business trends
- Achieve agreed annual sales performance to budge.

SKILLS	• Product and service sales • Negotiation mastery	• Creative problem-solving • Ethical selling techniques
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LANGUAGES	English: Punjabi:	Hindi: Nepali:
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EDUCATION	Kendriya Vidhayalaya Subathu, Subathu, Himachal Pradesh, India XII Kendriya Vidhayalaya Subathu, Subathu, Himachal Pradesh, India X
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CUSTOM SECTION	APTEC, India One year of Computer Diploma • MS-OFFICE (word, excel, power point, front page) • Visual basic 6.2 - Java/Java
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PERSONAL INFORMATION	• Passport Number: 08572237 • Passport Expiry Date: 03/03/25 • Date of birth: 07/26/80 • Gender: Male • Nationality: Nepalese • Marital status: Married • Visa: Transferable
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DRIVING LICENSE	• Category B automatic
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