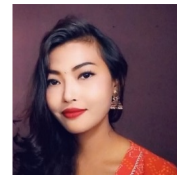


SUSHMA MALLA THAKURI



PERSONAL DETAILS

Panchkahal -10 Kavreplanchok ,Nepal, 44600 Kathmandu
sushmamalla924@gmail.com, +9779767907057
Gender: Female
Nationality: Nepelese

EDUCATION

School Leaving Certificate Shree Mahankal Ma.Vi., Panchkhal,Kavreplanchok	2014
Intermediate School Level (HSEB) Shree Ratna Rajya Secondary School, Kathmandu	2017


EMPLOYMENT

Food and Beverage Specialist Blue Bean Restaurant, Maldives	2023 - Present
<ul style="list-style-type: none">Enhanced customer satisfaction by implementing innovative food and beverage presentation techniques.Assisted in increasing overall sales by promoting food and beverage specials and upselling menu items.Customized food and beverage options to accommodate special dietary requirements, increasing customer loyalty.Maintained high-quality food and beverage offerings, closely monitoring preparation and presentation standards.Ensured compliance with federal and state regulations pertaining to food safety and dietary requirements for healthcare facilities.Collaborated with catering staff to ensure timely delivery of food and beverages to guests.	
Senior Stewardess Deltin Casino International(For Kathmandu Marriott Hotel 5-star), Naxal,Kathmandu	2021 - 2023
<ul style="list-style-type: none">Led a team in a high-energy casino and restaurant setting, ensuring seamless service and customer satisfaction.Delivered exceptional food and beverage service to over 200 guests daily, maintaining a professional and welcoming atmosphere.Optimized service operations by streamlining order processing, enhancing efficiency, and reducing wait times.Implemented food safety protocols and monitored alcohol service compliance to maintain quality standards.Played a key role in boosting guest engagement, leading to improved customer retention and positive reviews.Managed inventory control and procurement of food and beverage supplies, ensuring cost-effectiveness and minimizing waste.	
Sales Associate Customer Experience Specialist 1.Hilltop Departmental Store ,2.Bhat Bhateni Supermarket,3.Skechers Show Room, Kathmandu	2018 - 2021
<ul style="list-style-type: none">Curated personalized shopping experiences by understanding customer needs and recommending the best products, boosting sales and customer satisfaction.Drove revenue growth through persuasive upselling and cross-selling strategies in the food, beverage, and fashion retail sectors.Enhanced store aesthetics and product appeal by managing inventory, restocking, and creating visually appealing displays.Mastered POS operations and transaction handling, ensuring a seamless and efficient checkout process for customers.Built lasting customer relationships by providing excellent service, handling inquiries professionally, and resolving concerns effectively.Adapted to diverse retail environments, excelling in fast-paced supermarkets, departmental stores, and premium fashion outlets.	
Junior Waitress Pride Entertainment and Recreation Pvt.Ltd, Kathmandu	2017 - 2018


- Delivered exceptional guest service by greeting, seating, and serving customers in a fast-paced restaurant environment.
- Ensured smooth dining operations by coordinating with kitchen staff for timely food and beverage delivery.
- Maintained high standards of cleanliness and hygiene, ensuring compliance with food safety regulations.
- Implemented a proactive customer service approach, anticipating guest needs and handling special requests with professionalism.
- Assisted in daily restaurant operations, including inventory checks, order accuracy, and dining area organization.
- Contributed to customer retention and satisfaction, leading to positive guest reviews and repeat business.

SKILLS


Team Leadership and Team Motivation




Menu Customization



Customer Service



Operational Efficiency



Inventory Management




Food Safety Compliance




Adaptability and Quick Learning



Enthusiastic and Hard Working




Computer Skills



Strong Interpersonal Communication



Effective Time Management



LANGUAGES

English



Hindi



Nepali



COURSES

Basic Computational Skills course

2016

- Hands-on Training with Microsoft Office Suite: Excel, Word, PowerPoint
- Introduction to Inventory Management Software and Techniques
- Data Entry and Management Skills for Effective Record Keeping

ADDITIONAL INFORMATION

- Date of Birth:18 Sept 1996
- Marital Status: Unmarried
- Religion: Hindu
- Height: 5ft 3 inch
- Weight:49kg
- Father's Name: Mr. Suman Malla Thakuri
- Mother's Name: Mrs. Kopila Malla Thakuri
- Citizenship No:30-01-73-02487
- Passport No:10285703
- Date of Issued Passport:05 Mar 2017
- Date of Expiry Passport:04 Mar 2027