

NARAYAN KUMAR DHAMALA

Contact

 Dubai, U.A.E
 +971 50 307 5953
 kumardhamala315@gmail.com

Languages

English ●●
Arabic ●●●
Hindi ●●●
Nepali ●●●

Education

- ❖ +2 pass
Management prithiv higher secondary school
,chitwan, nepal
- Prithivi higher secondary school nepal
 - Cook training (oriental hotel training centre)
 - HSEB, Chemical Handling training, first aid training,
 - Telephone handler
 - Complain handling training.

Personal Details

Date of Birth : 21-10-1990
Nationality : Nepalese
Gender : Male
Marital Status : Married
Visa Status : Residence

Passport Details

Passport # : 11054108
Date of issue : 19-08-2018
Date of expiry : 18-08-2028

License Details



Licence No : 4709859
Vehicle category: Light vehicle
Date of Issue : 30/05/2024
Expiry Date : 30/05/2026
Place of issue : Dubai

Objective

Poite and proffessional person with strong communication and multitasking skills experienced at resolving customer complanits , environment. Skilled in customer service.


Multitasking and administrative with 4+years in the industry. Skilled in resolving customer inquiries, providing product knowledgee , and offering exceptional service.

Working Experience

-  **CUSTOMER SERVICE ASSISTANT (Petrol filler) / ASSISTAND DRIVER|** OCT 2021 - presently
EMIRATES NATIONAL OIL COPRTAION (ENOC)
Dubai, U.A.E.
-  **CUSTOMER SERVICE ASSISTANT (Petrol filler) |** Jun 2012 -Dec 2016
EMARAT PETROL STATION
Dubai, U.A.E.

Duties & Responsibilities;

- Operate fuel pumps safely and efficiently.
- Assist customers with refueling (full-service stations).
- Check fuel levels, handle nozzle properly, and prevent spills.
- Guide drivers to correct fuel lanes/pumps.
- Greet customers politely and address inquiries.
- Provide information on fuel types, prices, and promotions.
- Handle complaints professionally or escalate to management.
- Process cash/card payments and issue receipts.
- Assists the main driver in vehicle operation, navigation, and route planning.
- Takes over driving duties when the primary driver needs rest (especially in long-haul trips).
- Helps with pre-trip and post-trip inspections (checking tires, brakes, lights, fuel, etc.).
- Ensures adherence to traffic laws, company policies, and transport regulations.
- Monitors road conditions, weather, and potential hazards.

-  **PRIVATE VAN DRIVER |** FEB 2016 – MARCH 2018
Nepal

Duties & Responsibilities;

- Operate the van safely, adhering to traffic laws and regulations.
- Perform pre-trip inspections (checking fuel, oil, tires, brakes, lights, etc.).
- Ensure passengers wear seatbelts (if applicable) and follow safety protocols.
- Adjust driving based on weather, traffic, and road conditions.

Declaration

I hereby declare that the above-mentioned statement is correct & true to the best of me knowledge & belief.