

Milan Dahal

13 May Street, Hamilton East

E: dahaldon1@gmail.com

P: 0228509663

PERSONAL STATEMENT: Dedicated and energetic person who works well in fast-paced, high-pressure environments. Reliable and responsible with a positive attitude. I am an accurate, assertive, and adaptable person who can effectively multi-task in challenging situations and meet critical deadlines. I have more than 3 years of working in the retail sector including shopping mart and online delivery store Daraz. I worked my fair share of managing the night fill shift at Daraz, a multi-national company in Kathmandu, and I have about 2 years' experience working as a forklift operator and pick-packer in a warehouse in Australia as well.

SKILLS

- Personal commitment to delivering a high standard of customer care.
- Willingness and ability to take direction and contribute positively to team culture.
- Able to work under pressure.
- Flexible working full time throughout the week.
- Good personal time management skills and ability to priorities.
- Effective communication skills and interpersonal skills.
- Commitment to learning and the development of new skills.
- Experienced in forklift operation and warehouse, storage facility-oriented jobs.

WORK EXPERIENCE

Retail Assistant, Big Mart, Kathmandu

Jan 2019- Feb 2020

- Assisted customers in locating products and answered product related queries.
- Issued receipts, managed refunds/exchanges and balanced cash drawers at the end of every shift.
- Restocked shelves ensuring product availability.
- Worked alongside team members, supervisors and supported other departments when required.

Delivery Dispatcher, Daraz Kaymu Private Limited, Kathmandu, Nepal

July 2020-Jan 2022

- Dispatched and sorted out items based on assigned locations.
- Assisted with loading and unloading parcels.
- Ensured timely and accurate deliveries.
- Maintained basic delivery records and customer interactions.
- Ensured proper use and storage of equipment and parcels.

Forklift Operator and Pick-packer, Daily Fresh Food, Sydney

Dec 2022- Aug 2024

- Operated forklift and high-reach machines safely to load, unload, and transport fresh food products within warehouse and dispatch areas.
- Picked and packed customer orders accurately according to invoices and dispatch schedules.
- Maintained cold chain standards by handling perishable goods in temperature-controlled environments.
- Conducted stock rotation (FIFO), inventory checks, and ensured minimal product damage or wastage.
- Followed workplace health & safety procedures to maintain a safe and efficient warehouse operation.
- Worked efficiently in freezer, chill-controlled and dryer rooms without any issue.

Night Shift Manager, Daraz Kaymu Private Limited, Kathmandu, Nepal

Oct 2024-Feb 2026

- Oversaw picking, packing, and sorting orders during the night shift.
- Assigned tasks as per team member's expertise and kept workflow moving efficiently.
- Checked stock level frequently and resolved inventory mismatches.
- Ensured all the products at the store were properly displayed, organized and easy to locate.
- Made sure all the products were labelled, scanned and staged correctly for dispatch.
- Coordinated loading of packages that were to be delivered throughout the next day left the port on time.

Electric Trade Assistant, Tau Hei Solar Farm, Te Aroha, Waikato

12 March 2026 - 04 April 2026 (Was on a temp basis)

- Helped stringing crew to pull wires through the solar panels.
- Connected male-female connectors in solar panels.
- Helped clean up the mess around the solar farm.
- Helped in edging the panels and earthing the wires running through the solar panels.

- EDUCATION

- Global College of Management, Kathmandu, Nepal
Nov 2017- Dec 2021

Bachelors of Business Administration

- Liverpool International College, Kathmandu, Nepal
July 2015-Aug 2017

Highschool in Management faculty

- Pacific Academy, Kathmandu, Nepal

June 2015 completion

School Leaving Certificate

Additional Skills

- Valid Driver's License and personal vehicle.
- Available as per work requirements for either day or night shift, public holidays and weekends as well.
- Skilled in counter-balance forklift and high-reach forklifts.
- Skilled in electric, manual pallet jacks and electric rider pallet jacks.
- Strong attention to detail and accuracy
- Ability to meet tight deadlines
- Quick learner with strong adaptability
- Problem-solving and decision-making skills
- Leadership and team coordination experience
- Professional phone and email communication
- Physically fit and capable of manual tasks
- Cross-cultural awareness and client handling skills.

Referees:

➤ Kedar Dhakal

0223925477

kedakar@gmail.com

➤ Lawrence Galyer

Manager (Night Shift), Daily Fresh Food, Sydney

lawrence@dailyfresh.com.au

+61417991650

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