Anup Kunwar Kamar

OPERATIONS | TEAM LEADERSHIP | WEB DEVELOPMENT

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PROFILE

Operations and customer service professional with experience in team leadership, business analysis, training, and process improvement. Promoted from Assistant Manager to Store Manager at Acima and trusted to support neighboring locations. Combines practical business experience with undergraduate Computing studies and skills in HTML, CSS, JavaScript, and Tailwind CSS.

SKILLS

Leadership and operations: Team coaching, customer service, sales support, hiring and onboarding, P&L analysis, expense control, audits, and vendor coordination.

Web development: HTML, CSS, JavaScript, Tailwind CSS

PROFESSIONAL EXPERIENCE

ACIMA | Store Manager

Reynoldsburg, OH | February 2026–Present

- Lead daily store operations across sales, customer growth, profitability, coworker development, expense management, and compliance.
- Coach coworkers on sales processes, customer service, and performance standards; train Store Managers, Sales Managers, and coworkers at neighboring locations.
- Build customer relationships through account management and resolution of complex service concerns; maintain merchant and vendor partnerships that support sales and customer satisfaction.
- Use SAP BusinessObjects, P&L reports, and Power BI to assess performance, identify opportunities, and control expenses.
- Collaborate with HR on hiring and employee cases; support quarterly audits across locations and help managers resolve operational issues.

ACIMA | Assistant Manager

Reynoldsburg, OH | November 2025–February 2026

- Supported sales, customer service, account management, coworker training, P&L analysis, and daily operating procedures.

MECHI INC. / KAMAR ENTERPRISES | Management and Operations

Jhapa, Nepal | 2022–2025

- Managed daily operations in a family-owned business while pursuing college studies, overseeing financial performance, customer relationships, vendor coordination, and employee-related responsibilities.
- Supported business development and expense management; launched a company website and Facebook business presence to increase visibility and customer traffic.
- Assisted with hiring and onboarding, authorized final payroll information, and worked with auditors to verify business records.
- Resolved major customer concerns and coordinated product orders with dealers and vendors to support business needs.

EDUCATION AND TRAINING

London Metropolitan University | Teaching institution: Islington College

Undergraduate study toward a Bachelor of Science in Computing | 2023–2025

Coursework: Software Engineering, Smart Data Discovery (data analysis), Databases, Programming, and Cloud Computing and the Internet of Things.

The Ohio State University — Planned transfer to complete remaining undergraduate studies

Kanchanjunga High School — High School Diploma | AWS Data Science Training

BUSINESS SYSTEMS

Salesforce • SAP BusinessObjects • Power BI • Company Sales Lead Tool • Concur • Coupa • Amazon Business • Paradox • Entra