**PASANG .**

Email – [pasang\_387780@2freemail.com](mailto:pasang_387780@2freemail.com)

**OBJECTIVE:**

Self-motivated person with a flexible attitude to work and have strong team-player skills. Good organizational skills developed in a variety of deadline orientated situations. Get on well with people at all levels easily making good working relationships. Seek out new responsibilities and work in less supervision and experience of working in multicultural environment.

**CAREER PROFILE:**

* Detail-oriented, efficient and organized professional.
* Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.
* Excellent written and verbal communication skills.
* Highly trustworthy, discreet and ethical.
* Resourceful in the completion of projects, effective at multi-tasking.

**EXPERIENCE:**

**Office In-charge cum Sales Coordinator**

* Organize office operations and procedures
* Prepare payroll
* Organizing meetings and managing databases
* Store and sort financial and non-financial data
* Response to email and telephone queries
* Prepares and follows up on sales quotations made for clients, negotiating terms with the client.
* Deliver sales orders are in a timely and according to the desires of customers
* Settles delivery dates and times with other departments and make sure that the consumer interaction is of the utmost of professionalism
* Handle the processing of all orders with accuracy and timeliness
* Inform clients of unforeseen delays or problems
* Assists the sales team on managing schedules and the distribution of sales documentation.
* Liaise between other departments and the client to provide the service suitable to the client’s needs, cost and time restraints
* Coordinate with the Sales team to assess the progress of the department and develop Sales strategy accordingly
* Ensure the adequacy of sales-related equipment or material
* Respond to complaints from customers and give after-sales support when requested
* Monitor customer satisfaction regularly and resolve any outstanding issues to ensure future business
* Monitor project progress and handle any issues that arise
* Act as the point of contact and communicate with project status to all relevant departments
* Gathering market and customer information

**Joanna Fashion, Dragon mart, Dubai – January 2015 – April 2017**  
**Sales Advisor cum cashier**

* Assisting customer
* Providing quality and friendly service to customers
* Offering advice to customers on the available products and promotions in the store
* Handling customer complain in clam manner
* Providing customers a personalized, friendly and efficient cashiering service
* Helping to resolve customers’ complaints
* Sorting, counting and wrapping currency and coins
* Bank deposit of daily sale and entry detail in given format.
* Send daily sales report

**Handicap International, Kathmandu, Nepal – February 2013 –October 2014**  
**Inclusion Project Assistant**

In addition to the regular job of Advocacy Project Assistant additional job responsibilities are as follows:

* **Administrative and financial support**

Prepare vacancy announcement, inform and confirm applicant for interview and exam, arrange written exam of applicant and prepare comparison sheet and support project manager in evaluating the knowledge of applicant in financial and administrative part. Provide technical support to partner in their staff recruitment. Prepare project agreements.

* **Project Implementation Support**

Prepare database for project and update regularly on the basis of data collected from partners. Compile project data for report and future reference. Maintain paper and digital archives of the project.Prepare/Update project planning, M&E plan tools, monthly team scheduling. Draft/monitor retro planning for Donors reporting.Prepare induction plan.

**Handicap International, Kathmandu, Nepal - August 2009 - January 2013**

**Advocacy Project Assistant**

* **Administrative and financial support**

Support the daily administrative operations of the project. Draft correspondence, finalise document formatting, etc. Draft project team meeting minutes, project activity reports (meeting, workshop etc.) and disseminate upon Manager’s validation.Maintain proper documentation. Project financial/budget planning, updates and reporting. Orient and follow up with partners about the HI financial policy and tax rules of government of Nepal. Collect and check Partners financial report validity and compliance with HI financial rules and tax rules of Government of Nepal. Make payments and settle bills of workshops and training. Monitor the field advance and settlement of team members.Communicate and coordinate with different departments for payment of external services providers and partners. Prepare monthly treasury forecast. Provide required information in preparing project partnership agreements.Monitor contract dates and alert management for contract renewal and staff assessments.

* **Communication support**

Maintain excellent communications and coordination with stake holders, different INGOs, NGOs and the project partners. Communicate with project partner in administrative issues and sending/collecting proposals, reports and to collect necessary information/documents. Participate in project team meetings. Translate during events or meeting when necessary.

* **Logistic support**

Provide logistic, coordination and communication support for organisation of meetings, events, workshops, trainings and field, circulate and collect information on events (e.g. getting participant list, disseminate agenda, venue and time for training and workshop). Provide logisticssupport for field visits. Prepare PSR for hotel and Flight booking, book car as per project team movements to Logistic department, prepare purchase requests to be sent to the logistics department and follow-up the process, manage inventory/stock (including all project publications, office stationeries etc.).

* **Project Implementation Support**

Review, compile and maintain press records/ articles relevant to the project. Provide support to the project team for report, information and data compilation. Maintain paper and digital archives of the project.Provide administrative and financial support tothe project partners through field visits as required.Update/draft project planning and M&E plan tools. With reference to retro plan follow-up partner’s activity and financial reports.Prepare annual beneficiaries list and Social Welfare Council (SWC) database.

**MULTI Disciplinary Consultants (P) Ltd. - Melamchi DSC Consortium in associate with Consortium of Poyry Infra AG, Poyry Environment Oy, Poyry Infra Oy and Hifab International Ltd., Kathmandu, Nepal– September 2008 to August 2009**  
**Office Secretary**

* Filling, indexing and archiving of documents and reports, maintaining contact and office databases. Liaison and Coordinator for the Development of Public Relation with government personnel and other departments of the projects.Monitor and Follow up duties of support and Housing Keeping staffs.Monitor and collect time sheet of field staff and forward it to account department for payment. Logistics Support. Management and Procurement of Office and Field Equipment, collect quotations, Flight and hotel booking for international Experts. Project Administration and Document Management.

**SAATHI, Kathmandu, Nepal – August 2007 to August 2008**  
**In charge of SAATHI Girls Shelter**

* Support in HR and administrative work. Office reception, managing secretarial works at branch office which includes receiving and answering phone calls, typing, filling, indexing and archiving of documents and reports, maintaining contact and office databases, Coordinate and communicate with foreign volunteers for the arrangement of their airlines and hotel reservations and schedule for programs in the Shelter. Prepare meetings minutes, training and workshop reports.Prepare monthly planning, case study, monthly & financial report, compiling, formatting and editing reports.Responsible to monitor and supervise the support staff of the shelter. Conduct awareness session in Shelter for the benefited group Data entry for accounting works, make payment of expenses & prepare payment sheet. Make monthly expenses settlement of shelter.

**Community Development Project, Jaleshwor, Nepal – July 2006 to July 2007**  
**Social Mobilizer**

* Manage and responsible for logistic, communication and administration of field office. Responsible for planning, designing and implementation of field activities such as Coordinate with different stake holders in VDC and district level. Facilitate and Relationship building with beneficiaries.Conduct orientation session in different topics to the beneficiaries and stakeholders. Monitor and supervise filed activities and staffs. Monitor and collect time sheet of field staff and forward it to account department for payment. Prepare monthly field report and monthly planning. Conduct Focus Group Discussion to collect data and Survey in different heading related to health and education as per the need of project.

**EDUCATION:**

**Bachelor in Business Studies:**   
Tribhuvan University, Kathmandu, 2007  
  
**COMPUTER SKILLS:**   
Microsoft Word, Excel, Access, PowerPoint, Outlook Express, Microsoft Windows 2010.

**PERSONAL DETAILS:**

Nationality : Nepalese

Date of Birth : 20th May 1983

Gender : Female

Marital Status : Married

Languages : English, Hindi and Nepali