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| **CAREER OBJECTIVE** |

To secure a challenging career with dynamic, serving, progressive organization in order to utilize my abilities, knowledge and personal acumen with integrity contribution in the development.

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| **EDUCATIONAL QUALIFICATION** |

**Bachelors in BA : Jodhpur National University**

India.

2011-2014

**Intermediate Level : Adarsha Yog-Hari School of +2**

Nepal.

2005-2007

**School Leaving Certificate : Adarsha Yog Hari School,**

Nepal.

2005

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| **WORK EXPERIENCE** |

* Organization : Meast E-Commerce Trading L.L.C. UAE

Position : Sales and Customer Service Officer

Duration : 25 – January - 2015 to 01 – Jan – 2016

***Duties and Responsibilities:***

* Confirm online orders and schedule delivery.
* Take orders through phone, email and chat to reach specific targets assigned by the management while at the same time making sure that orders are fulfilled by coordinating with the concerned team.
* Send quotations requested by corporate and regular customers.
* Contact possible corporate clients and offer varied options to boost sales.
* Provide customer assistance over the phone, chat and email in tracking orders.
* Collaborate with content department to ensure the website information is accurate and updated to avoid misinformation and complaints.
* Ensure all products or company inquiries over the phone, chat and email are answered.
* Ensure customers receive deliveries within the scheduled time frame.
* Coordinate with logistics department to arrange special delivery requests.
* Facilitate customers' warranty claims for mobiles and electronic items.
* Offer assistance to customers' having queries with the items ordered and ensure that these items meet the standard quality.
* De-escalate complaints and provide solutions to delivery and refund issues to pacify the customers and provide quality customer service.
* Coordinate with accounts team to trace misapplied payments and refund requests.
* Provide updates to customer requests, complaints and refunds.
* Organization : Muncha Internet Ventures, Nepal ( www.Muncha.com)

Position : Customer Service Representative

Duration : 18 - January - 2009 to 31 - Oct- 2011

***Duties and Responsibilities:***

* Assist customers place orders online and confirm the online orders.
* Ensure all products or company inquiries over the phone, chat and email are answered.
* Ensure the deliveries include necessary things requested by the customer such as special messages, gift wrapping.
* Ensure customers receive deliveries within the scheduled time frame.
* Provide customer assistance over the phone, chat and email in tracking order status.
* Coordinate with logistics department to arrange special delivery requests.
* Provide proof of delivery to the customers.
* Provide updates to customer requests or complaints.
* Organization : Serving Minds Pvt. Ltd. Nepal

Position : Sales Executive

Duration : December 2007 to August 2008

***Duties and Responsibilities:***

* Call US based business organizations to register domain names.
* Pass the customer’s requirements to the designing and fulfillment team to ensure the proper design of the website and all the necessary information are included.
* Ensure the templates are presented to the customer on time and follow up with customers for the modification on the template.
* Ensure customer gets a satisfied design of the website.
* Follow up for the hosting of the websites.

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| **PERSONAL PROFILE** |

Date of Birth : 21/02/1989

Sex : Male

Marital Status : Single

Nationality : Nepali

Height : 5 feet 7 inches

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| **PERSONAL SKILLS** |

* Well organized, motivated, hardworking, reliable, responsible, adaptable, cooperative, flexible, willing to learn, open-minded, friendly.
* Computer Skills: MS Office Applications (Microsoft Outlook, Excel, Word, Power point), Paint, Internet and E-mail, basic computer troubleshooting.
* Fluent in English, Urdu, Hindi and Nepali