

YASHU SHAKYA

CONTACT

- Lalitpur
- 9816622253
- shakyayashu@gmail.com

SKILLS

- Customer Relations
- Product Knowledge
- Cashbook Maintenance

CUSTOM SECTION

11/27/97

PERSONAL INFORMATION

- Gender: Female
- Nationality: Nepali

Organized individual with excellent time management skills and keen attention to detail. Uses honed analytical abilities and critical thinking skills to resolve complex financial matters. Maintains detailed knowledge of financial regulations and service standards.

EXPERIENCE

September 2023 - Current

Account Officer *Four Leaf Clover Pvt. Ltd*, Kathmandu, Nepal

- Efficiently and proactively managed client communications regarding account information, payments and other financial questions
- Identify customer needs and financial capabilities to offer the right solutions
- Maintaining purchase and sales data
- Looking after companies Tax related work
- Maintaining after cash and cheque transaction
- Generating Bills/Invoice.

August 2021 - Current

CUSTOMER SERVICE REPRESENTATIVE *MetLife Insurance Company*, Pulchowk, Lalitpur

- Manage large amounts of incoming phone calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents.

June 2023 - August 2024

Marketing Officer *Four Leaf Clover Pvt. Ltd*, Kathmandu, Nepal

- Generate and follow up on sales leads
- Follow up with new prospects and create new business opportunities
- Assist costumer with new design and new ideas for campaign
- Maintain relationships with new & existing clients for referrals
- Produced reports on progress and insight reports to inform future campaign planning.

October 2020 - December 2020

CUSTOMER SERVICE DEPARTMENT (INTERNSHIP) *Prabhu Bank Limited*, Gwarko, Lalitpur

- Dealing with regular and new customers
- Account opening and closing
- Customer Counseling
- Filing and Record Keeping of Customer Dealing with the Customers Complaints.

EDUCATION

01/2078

BACHELOR OF BUSINESS ADMINISTRATION (BBA)

CAMPION COLLEGE

GPA: 3.24 GPA (First Division)

01/2073

+2 MANAGEMENT

PRASADI ACADEMY

Percentage: 58.05% (Second Division)

01/2070

SLC

KUMUDINI HOMES H.S.B.S

Percentage: 66.75% (First Division)