

**Bishal Yonghang Limbu**  
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## Personal Summary

I am a dynamic and committed professional with a successful tenure as Customer Support Manager at Premium Technologies Private Limited, currently transitioned to a .Net Developer role with the same company. Prior to this, I served as a Customer Support Lead at Planet Earth Solutions, overseeing staff training and contributing significantly to organizational success. I excel in delivering exceptional service and maintaining composure in demanding situations, reflecting a cornerstone of my career.

## Career Objectives

I am actively seeking a role within an organization that not only values innovation and flexibility but also encourages continuous learning and development. I am motivated to apply my diverse skill set, acquired from a background in customer support and proficiency in technical tools, to drive both personal and professional growth while contributing to the success of the company's mission.

## Technical Skills

- |                         |   |   |
|-------------------------|---|---|
| 1. Office Packages      | : | Word, Excel, PowerPoint                 |
| 2. Database             | : | MS SQL Server (2000, 2008), PostgreSQL  |
| 3. A/C Software         | : | CAS 13.6, Premium CBS, Premium Next CBS |
| 4. Graphic              | : | Adobe Photoshop                         |
| 5. Programming Language | : | .Net Core, C#, React Typescript         |

## Experience

### 1. .Net Developer

*Premium Technologies, Kathmandu, Nepal*  
*April 2023 – present*

### 2. Customer Support Manager

*Premium Technologies, Kathmandu, Nepal*  
*April 2022- April 2023*

- Orchestrated strategic planning and implementation of support activities, fostering seamless coordination with the sales department to drive new strategies and generate sales.
- Manages customer relations through effective communication via calls and emails, effectively handling client inquiries and requirements.

- Ensured seamless software testing and quality assurance before client delivery, guaranteeing adherence to client specifications.
- Conducted comprehensive software demonstrations and presentations for internal support staff and clients, ensuring clear understanding and efficient utilization.
- Mobilized support teams in the field as required and managed training schedules for new clients and staff, contributing to a proficient and knowledgeable workforce.
- Safeguarded client image and information while supporting auditors with essential software data.

### **3. Customer Support Lead**

*Planet Earth Solutions, Kathmandu Nepal.*

*2008 – 2010*

- Led the training initiatives for over 200 cooperative staff members and new recruits, contributing significantly to their professional growth and overall success of the organization.
- Coordinated with multiple departments to ensure effective customer support, handling inquiries and directing requirements to the development team.
- Conducted final software testing and delivered presentations about updates, ensuring implementation of the client requirements.
- Managed training schedules for new clients and staff, ensuring a smooth onboarding process and proficient usage of software systems.

### **Key Skills and Competencies**

- Proficient in Microsoft Office packages (Word, Excel, and PowerPoint) for effective documentation and presentations.
- Strong database management skills with experience in MS SQL Server (2000, 2008) and PostgreSQL, enabling efficient data handling and analysis.
- Familiarity with accounting software systems, including MicroscopeX2 Live Server, CAS 13.6, and Premium CBS, facilitating smooth customer support and issue resolution.
- Graphic design proficiency using Adobe Photoshop for creating visually appealing materials.
- Knowledge of programming languages, particularly C#, enhancing problem-solving abilities and technical understanding.
- Exceptional multi-tasking skills gained from involvement in multiple campaigns and tasks.
- Proven ability to thrive in a fast-paced and dynamic work environment, adapting to evolving challenges and requirements.
- Strong troubleshooting skills, capable of independently identifying and resolving issues.
- Effective communication with clients, demonstrating active listening, needs assessment, and query resolution.
- Customer service excellence showcased through the provision of the highest level of support in various positions and industries.
- Comfortable working under pressure and meeting tight deadlines while maintaining composure and delivering quality results.
- High flexibility and availability, with a commitment to meeting professional obligations without compromise.

## Education

2006 : Swastika Shishu Sadan Secondary English School  
School Leaving Certificate (SLC)

2008 : Balmiki Providence Higher Secondary School  
Intermediate of Commerce (ICom)

2011 : Intensive International College, Kalimati, Kathmandu  
Bachelor in Business Studies (BBS unfinished)

2023 : Manipal University, Jaipur, India  
Bachelor of Computer Applications (BCA)

## Personal Details

Gender : Male

Father's Name : Banbir Yonghang Limbu

Nationality : Nepali

Address : Nagarjun-6, Ramkot, Kathmandu