

NAME: BIKASH PARAJULI

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To work in a healthy, innovative, and challenging environment extracting the best out of me, which is conducive to learning and growing professionally and personally, thereby directing my future endeavors as an asset to the organization.

EXPERIENCE

February 2024- Till Date

Customer Service Representative – Foodmandu

- Connecting with the Customers through calls from the time customer orders till the complete.
- Solving the issues of customers where they are facing with the Foodmandu.
- Dividing the task to the teammates such as assigning, verifying, order placing, follow up as a team leader.
- Creating the reports for the Quality Assurance which includes order cancellation and defect in food.
- Assisting to the customer about the verification by confirming the location, item, quantity and quality is customer wanted or not.

July 2023- October 2023

Customer Service Representative – CALIBER

- Connecting with the Customers through calls and describing about the quality of the product that company provides to the customer.
- Connecting with the customers and listen to their inquiry.
- Sending the issues to the production department and solving the issues.
- Reconnecting with the same customer after solving the problem.

May 2022 – June 2023

Marketing Officer – DARSHAN TRADE INTERNATIONAL PVT. LTD

- Ensure that the files are complete after sales and submit at Transport Management Office for the ownership transfer.
- Customer dealing and service.
- Make sure if the files are complete after sales and upload it at the office system.
- Responsible of any confidential assignment
- Submit the Corporate sales, Duty Free sales and Showroom sales details everyday through mail to Supervisor.
- Communicate with the customer everyday via phone call.
- Elucidate the customers about ownership transfer, Embossed number plate, Bill book, VAT bill.
- Deal with the bank for the DO/PO and process for the bank finance.
- Working under the corporate sales management and sales supervisor.

November 2021- March 2022

Frontend Web Developer Intern- Centegic Technology Pvt.Ltd

- Design home page of Utpala café.
- Create website through html, css, js.

November 2019- April 2020

Customer Service Representative- eSEWA

- Connecting with the customer through calls and providing the solutions to their problems.
- Analyzing the problem and forwarding the problems to the related field through social media.
- Placing an order or making purchase for airline ticket.
- Verifying the KYC of the customers having a transaction problem for huge amount.
- Make sure for the hold transaction of customers to be release.
- Volunteering the event hosted by the organization.
- Attending meetings, staff training, conferences, and other ongoing learning programs.
- Informing customers about the offer or any kind of extra facility.

August 2018- March 2019

Customer Service Representative- CENTRIX NEPAL

- Connecting with the business owner through calls and describing about the facility that company provides to the customer.
- Making an appointment with the owner of the business for the better explanation about the service that company provides to their customers.
- Reconfirming the appointment with the owner and fixing the schedule for meeting.
- Sending the representative for the appointment for the meeting.
- Reconnecting with the same business owner after the appointment to check if the service we provide is useful or not.

EDUCATIONAL QUALIFICATIONS

- School Leaving Certificate (SLC) – Sishu Nikunja Higher Secondary School, Sitapaila, Kathmandu **Pass Out on 2015 with 2.70 CGPA**
- National Educations Board (10+2) – Rising Star College of Management, Kalanki, Kathmandu, **Pass Out on 2018 with 2.39 CGPA**
- Bachelor in Computer Application (BCA) – Kathmandu Bernhardt College, Bafal, Kathmandu **Pass Out on 2023 with 3.00 CGPA**

CORE SKILLS

- Good communication skills and interpersonal skills.
- Familiar to work with team and also have ability to work independently with little supervision and common sense approach.
- Able to work under pressure, flexible and innovative and fast learner.
- Self-motivated, detailed oriented with strong ability to organize and prioritize work.
- Enjoy working with the team and good leadership.

COMPUTER PROFICIENCY

Able to work efficiently in Graphic designing, HTML, CSS.

LANGUAGE SKILLS

Fluent in reading and writing in:

- Nepali
- English
- Hindi

EXTRA-CURRICULAR ACTIVITIES

- Organized the futsal Tournament from Rotaract Club of Balaju.
- Participated on street animal feeding program inside Kathmandu valley.
- Participated in Bollywood Night party as a volunteer.
- Participated in world peace making workshop of 7 days.

TRAININGS AND EXPERIENCES

- Participated in Canva Designing session as a trainer.
- Personality Development Course.
- Developed a website using html, css and js.
- Design templates through canva.

HOBBIES/ INTERESTS

- Building websites.
- Reading/ Writing
- Listening to music
- Interested in sports
- Exploring new places

References

- **Caliber Shoes, Aman Gautam (Co-Founder), 9802310503**
- **Darshan Trade International Pvt Ltd, Sudarshan Parajuli (Founder), 985025145**