

**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 learn and grow professional as well as personal level thereby directing my future endeavors as an assets to the organization.

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## **EXPERIENCE**

**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 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.

## **November 2019- April 2020**

### **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.

## **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.

## **EDUCATIONAL QUALIFICATIONS**

- School Leaving Certificate (SLC) – Sishu Nikunja Higher Secondary School, Sitapaila, Kathmandu **Pass Out on 2015 with 2.70 CGPA**
- National Education 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**