

# Shreyak Kant Silwal

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## EDUCATION

### **Masters of Arts in Strategic Marketing**

*University of Greenwich, London, UK*

*January '22 – January '23*

### **Bachelor's in Film Studies (Major: Screen Acting)**

*Oscar International College, Tribhuvan University, Nepal*

*November '17 – June '20*

## SKILLS

*Technical:* Tableau, SQL, Data analysis, MS Office (Word, Excel, Powerpoint), Marketing (Branding, Digital, Strategic)

*Film making:* Script writing, Direction, Video editing

*Language:* English, Nepali, Hindi

## EXPERIENCE

### **Shift Manager | Staff**

*McDonald's, Eltham, UK*

*June '22 – present*

- Enhanced operational efficiency and safety by optimizing workspace layouts, managing cash handling (£5000+ per shift), and maintaining high customer satisfaction while ensuring adherence to KPIs.
- Trained and mentored staff on procedures, documented inventory transfers, and conducted weekly inventory counts to maintain accurate stock levels and reduce discrepancies.
- Ensured compliance with safety standards and cleanliness, particularly during surprise food safety inspections, and maintained internal systems for smooth daily operations.

### **Creative Assistant Director**

*Kyra Works Pvt. Ltd., Kathmandu, Nepal*

*August '22 – December '22*

- Worked closely with top writers and producers to refine scripts and production plans, contributing to the successful delivery of highly rated TV shows.
- Efficiently coordinated all logistics—filming equipment, props, and locations—resulting in seamless production and on-time completion of projects.
- Led the post-production process, ensuring final projects exceeded expectations and were broadcast ahead of schedule, contributing to audience satisfaction.

### **Customer Service Representative**

*Dominos', Eltham, UK*

*February '22 – May '22*

- Processed over 100 customer orders and payments efficiently, both in person and via telephone, ensuring seamless transactions. Conducted quality checks on food orders to maintain high standards and resolve customer complaints promptly, enhancing satisfaction and retention.
- Coordinated delivery drivers to optimize routes and ensure timely, efficient deliveries. Managed the overall delivery process to guarantee accurate and punctual order fulfillment.

## CERTIFICATIONS

Fundamentals of Digital Marketing – **Google** (March '22)

Google Data Analytics – **Google** (February '25)

Branding & Design Internship – **Forage** (March '23)

## LEADERSHIP / EXTRACURRICULAR ACTIVITIES

### **Backstage Supervisor, Nepal Music Festival**

*September '17 – December '17*

- Coordinated with artists for performances and ensured their safety and comfort.
- Co-organized a cycle rally to promote the event, contributing to increased promotions and audience engagement and awarded **best volunteer** for exceptional dedication and commitment to the festival's success.

### **Volunteer, Kathmandu International Mountain Film Festival (KIMFF)**

*December '18/'19*

- Assisted with ticket and merchandise sales, ensuring smooth transactions and audience satisfaction.
- Led a team of volunteers, efficiently managing large crowds and providing excellent customer service.