

Suraj Shrestha



surajsri33@gmail.com



9841627345



[linkedin.com/in/suraj-shrestha-682402ab](https://www.linkedin.com/in/suraj-shrestha-682402ab)

Summary

Objective

With 7 years of working experience in a customer support role, I achieved the resolving of high volume of customer inquiries along with developing strong relationship with customers.

Leveraging your technical knowledge to efficiently troubleshoot and resolve customer issues

Developing and implementing marketing campaigns that effectively promote products or services to target audiences

Analyzing customer feedback and data to identify opportunities for improvement in the support process or marketing strategies

Collaborating with cross-functional teams to identify and address customer needs and pain points

Building strong relationships with customers and clients to foster loyalty and repeat business

Continuously learning and staying up-to-date with industry developments in order to provide the highest level of support and marketing expertise.

Experience



Marketing Specialist

SoureCode Pvt. Ltd

Developed and sustained a solid relationship with company stakeholders and clients

2. Analyzed client feedback to determine whether they are satisfied with company products and services.

3. Trained and guided client service representatives. Provide insights into product development and competitive positioning .

4. Conducted market research to identify new business opportunities. •

Collaborated with company executives to determine the most cost-effective and viable

5. approach to pursue business opportunities.

6. Conducted product demo weekly for potential clients.

7. Managing the Digital marketing.

- Developing and managing social media content calendars

- Creating and scheduling social media posts

- Engaging with users and responding to comments and messages on social media platforms

- Collaborating with cross-functional teams to ensure that social media campaigns are aligned with wider marketing efforts

- Analyzing and reporting on the performance of social media campaigns

- Staying up-to-date with the latest social media best practices and trends

- Researching and identifying influencers and other key partners to collaborate with on social media campaigns
- Managing social media advertising campaigns and budgets.



Customer Success Manager

evolve

May 2018 - Jul 2019 (1 year 3 months)

Building strong relationships by learning about each customer's individual needs and business goals

2. Engage and collaborate with engineering team to quickly resolve customer issues or reported bugs.
3. Assist the product Development and QA Engineer teams by testing new features and bug fixes and providing customer feedback.
4. Generating report on daily basis
5. Compare, analyze and escalate user requests to product and Engineering teams.



Support Engineer

SourceCode

Sep 2016 - May 2018 (1 year 9 months)

Durbarmarg, Kathmandu, Central Development Region, Nepal

Taking ownership of technical issues, and working with our Development group to resolve more advanced issues when necessary. Resolving escalated customer complaints without the need for team lead intervention
Documenting troubleshooting and problem resolution steps
Participation in providing training to customers as required



Support Engineer

Aug 2015 - Aug 2016 (1 year 1 month)

Braindigit

Gyaneshwor, Kathmandu, Central Development Region, Nepal

Engaged with development team, QA team to create / manage product backlogs, user stories, Business Requirement Documents (BRD), , Screen Snapshots, Wireframes. Training and support to customers assist them to ensure their requirement.



Software Support

Media One Hotel

Nov 2014 - Aug 2015 (10 months)

Hotel management software support to the staff, Maintenance, installation.

2. Resolve cases and support lead software support analysts.
3. Record issues and solutions to troubleshoot guides



Web Development Specialist

Simrik Solutions

Mar 2013 - Aug 2014 (1 year 6 months)

Lazimpat, Kathmandu, Central Development Region, Nepal

Worked as Developer (PHP), work on various technologies

CMS(wordpress),mysql, photoshop, javascript. Engaged with senior engineering team for development, support.

Education



College Of Information Technology & Engineering

Bachelor of Information Technology, Web Page, Digital/Multimedia and Information Resources Design

2007 - 2014



Kathmandu Institute of Technology

Skills

HTML • Cascading Style Sheets (CSS) • Digital Marketing • Project Management • React.js • Graphic Design • MySQL