

## CAREER OBJECTIVE:

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I'm keen to enhance my working capacities and professional skills and to serve the organization best with sheer determination and commitment with expertise in problem-solving skills, dedicated to personal as well as corporate growth and improvements.

## WORK EXPERIENCE:

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### Murarka Organization | Realme Mobiles & Oppo Mobiles

#### Data Analyst | December 1, 2024 - Present

- I prepare daily sales and stock reports to help managers make timely decisions.
- I create incentive & KPI reports for the sales team, which help to improve their performance.
- I work with National Sales Managers to plan sales offers, track their progress, and reduce extra costs.
- I also prepare MDMS reports to make sure all mobile phones are registered properly as per government rules.
- I clean and organize raw data to remove mistakes and make it useful
- I create clear charts and dashboards to show sales trends, stock levels, and team performance using Excel and Tableau
- Sometimes, I create reports that helps payment collections from newroad reatilers and track outstanding & differences
- In addition, I support LC (Letter of Credit) work by preparing and updating data for import planning, verifying stock, and sharing reports with the Chinese team to manage supply and payments smoothly

**Skills Learned and Applied:** Excel VBA, Tableau, Python (Streamlit, Pandas, Numpy, Plotly.express), sales data modeling, incentive planning, cross-functional coordination.

### Coca-Cola Beverages Nepal | Outsourced resourced through Suvidha Sewa

#### Secondary Master Data Coordinator | October 18, 2023 - November 30, 2024

I left the job because I was hired through an outsourced company, which limited my chances to grow, learn more, and take bigger responsibilities within the organization.

- I maintained and updated secondary customer master data with 99.9% accuracy, ensuring clean and reliable records for the RGM team
- I cleaned, validated, and merged data from SAP, VXceed, and Coke Buddy platforms, which reduced reporting errors by 25% and improved data consistency across systems
- I worked closely with international teams from India (Salescode.ai, Asterix) and Africa (Dimension Data) to resolve data-related issues, align processes, and support regional reporting tasks
- I created weekly and monthly reports that helped senior management monitor customer activity, plan outlet coverage, and make better business decisions
- I also supported tasks such as user access control for data tools, assisted in troubleshooting sync issues between platforms, and suggested improvements that made the data update process faster and more efficient

**Skills Learned and Applied:** Advance Excel, Basic Power BI, SAP CRM, B2B website (Coke Buddy), data cleaning, cross-border collaboration, problem solving.

## **Daraz Kyamu Pvt. Ltd**

### **CSC-Live Chat Executive | January 15th, 2021 - January 22nd, 2022**

I left the job because I wanted to focus more on a data-related career that matched IT studies

- I handled over 1200+ customer chats and maintained a 98% customer satisfaction score.
- I helped customers solve problems related to delivery, payments, refunds, and how to use the Daraz platform.
- I replied to multiple chats at the same time and made sure customers got quick and helpful answers.
- I helped reduce reply time by 30% by improving how we handled chats and by working more efficiently & reported technical issues to the support team and followed up with customers until their problems were solved.
- I kept a friendly and professional tone in all chats, which helped build trust with customers.

**Skills Learned and Applied:** Communication, conflict resolution, multitasking, team work, patience

## **EDUCATION:**

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**2024 - Present | Lincoln International College | Lincoln International University**

Masters of Computer Science (MCS)

**2018 - 2023 | Kathmandu Bernhardt College | Tribhuvan University (T.U.)**

Bachelor in Computer Application (BCA)

**2018 | Prasadi Academy | National Education Board (NEB)**

10+2 Management | Business Studies

**2016 | Wisdom English Academy | Government of Nepal**

School Leaving Certificate (SLC)

## **CERTIFICATES:**

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Ideation Workshop | Lincoln International College | January 3, 2025 | Participation

Getting Started with Azure Data Factory | December 12, 2023 | Participation

Avenue of the year | Rotaract | July 2022 - June 2023 | Award

Outstanding Coordinator of events | Rotaract | July 2022 - June 2023 | Appreciation

Professional Development Director | Rotaract | July 2022 - June 2023 | Contribution

Professional Development Director | Rotaract | July 2022 - June 2023 | Appreciation

5 Days Bootcamp on Graphics Designing | May 21- May 25, 2022 | Participation

Internet of Things Systems : From Sensor and Embedded Computing to Data Analytics

Paradigm | August 05, 2020 | Participation

National Arduino Workshop Campaign | January 30, 2019 | Participation

## **REFERENCE:**

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**Shaishav Kumar Dahal**

EB2B Data Analyst Manager | Bottlers Nepal Pvt. Ltd.

**Kabita Poudel**

QA & LD | Daraz Kyamu Pvt. Ltd.