

CAREER OBJECTIVE:

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:

Bottlers Nepal Limited (Coca-Cola Beverages Nepal)

Master Data Analyst | October 18th, 2023 - Present

- As a associate, working with master data at Bottlers Nepal Limited (Coca-Cola beverages Nepal) involves managing and maintaining secondary customers of the organization for sales. My role includes ensuring data accuracy, data cleaning, integrating information from various sources (SAP, VXceed, Coke Buddy), and creating reports to help the company make informed decisions. It's like being the keeper of essential data that keeps the business running smoothly.

Rotaract Club of Balaju

Professional Development Director | July 1st, 2022 - June 30th, 2023

- As the Professional Development Director of the Rotaract Club of Balaju, I see myself as a facilitator for growth. My mission is to empower my fellow Rotaractors! I organize workshops and events that hone valuable skills, from leadership and communication to project management. We even have peer-to-peer sessions where members share their expertise, fostering a vibrant learning environment. It's incredibly rewarding to see members gain confidence and discover new talents – all while building a network of supportive peers. We're all on a journey of development here, and I'm here to help us all reach our full potential!

Daraz Kyamu Pvt. Ltd

CSC-Live Chat Executive | January 15th, 2022 - January 22nd, 2023

- As a Live Chat Executive at Daraz, I played a crucial role in ensuring seamless communication with our customers. My responsibilities included real-time customer assistance, problem resolution, and providing product knowledge. I actively listened to customer concerns, identified issues, and worked towards effective solutions. Additionally, I assisted customers in navigating the Daraz platform, maintained a professional tone, and handled multiple chat conversations simultaneously. When faced with complex issues, I escalated them to the appropriate teams. Overall, my role focused on delivering exceptional customer support and ensuring a positive experience for Daraz users

EDUCATION:

September 2024 - Present| IIMS College | Lincon University College

Master of Computer Science (MCS) | First Semester

2018 - 2022 (Because of Covid 2023) | Kathmandu Bernhardt College | Tribhuwan University

Bachelor in Computer Application (BCA) | CGPA 3.25

2018 | Prasadi Academy | National Education Board

10+2 Management | Business Studies | CGPA 2.76

2016 | Wisdom English Academy | Government of Nepal

School Leaving Certificate (SLC) | GPA 3.30

TECHNICAL SKILLS:

Programming Languages	: Skilled in Python, JavaScript, and Laravel.
Data Analysis Tools	: Experienced with Advance Excel, SQL for analyzing data.
Development Tools	: Familiar with tools like Git for development.
Database Management	: Knowledgeable in SQL and NoSQL databases.
Data Visualization	: Able to create charts and graphs using Power BI.
Technical Troubleshooting	: Capable of identifying and fixing technical issues.
Data Management	: Proficient in cleaning, preparing data, and understanding data.

PROFESSIONAL SKILLS:

Interpersonal Skills	: Good at understanding and communicating with others.
Analytical Skills	: Quick at solving problems and finding solutions.
Data Interpretation	: Able to analyze data trends and offer useful insights.
Teamwork	: Works well with others, including different departments.
Project Management	: Manages time and resources effectively to meet goals.
Reporting	: Clearly presents findings and insights in reports and presentations.
Continuous Learning	: Keeps up with new technologies and industry trends.
Attention to Detail	: Ensures accuracy and thoroughness in all tasks.

CERTIFICATES:

Getting Started with Azure Data Factory | December 12, 2023 | Participation
Avenue of the year | July 2022 - June 2023 | Award
Outstanding Coordinator of events | July 2022 - June 2023 | Appreciation
Professional Development Director | July 2022 - June 2023 | Contribution
Professional Development Director | 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:

Shaishav Kumar Dahal

EB2B Data Analyst Manager | Bottlers Nepal Pvt. Ltd.

✉ sdahal@coca-cola.com.np

☎ +977-9801896054

Kabita Poudel

QA & LD | Daraz Kyamu Pvt. Ltd.

✉ paudelkahbita@gmail.com

☎ +977-9863635025