

# ANUP KAFLE

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Passionate and goal-oriented sales professional with over **3 + years** of hands-on experience in mobile **distribution and banking**. Skilled in building strong customer relationships, increasing sales performance, and leading teams effectively. Eager to join Mercantile as an Area Sales Manager to contribute to business growth and regional market success.

## Professional Experience

MARCH 2023 – PRESENT

**Sales Manager – Univercell Mobile Zone | Kumaripati, Lalitpur**

- Led a team of 10+ sales associates to boost mobile sales and service distribution across retail partners.
- Managed B2B partnerships and ensured timely delivery and follow-up for customer satisfaction.
- Introduced targeted sales promotions that increased revenue by 25% within six months.
- Conducted market research and contributed to inventory planning and vendor negotiation.

MARCH 2022 – MARCH 2023

**Contract Staff – Everest Bank Limited | Pulchowk, Lalitpur**

- Worked in the customer service and operations department.
- Assisted in client onboarding, transaction processing, and customer issue resolution.
- Gained valuable experience in financial product marketing and CRM practices.

JUNE 2019 – NOV 2021

**Office Incharge – Loksagar Saving & Credit Cooperative Ltd.**

- Oversaw day-to-day cooperative operations, including team management and client service.
- Promoted saving schemes, led loan processing, and handled financial documentation.
- Fostered strong community relationships and improved customer retention.

MARCH 2019 – MAY 2019

**Customer Service Intern – Global IME Bank Ltd.**

- Provided front-desk support and guided customers on banking services.
- Handled account inquiries and promoted digital banking usage.

## **Skills**

- Intermediate Computer Skills
- Accounting & Business Planning
- Communication & Public Relations
- Team Leadership & Motivation
- Sales & Marketing Strategy
- **Two-Wheeler License**

## **Education**

**Bachelor's in business studies | Patan Multiple College, Patandhoka, Lalitpur |2025 | Finance**

**+2 in Business Studies & Marketing | Triton International College, Tinkune, Kathmandu**

## **References**

### **Sudhir Gautam**

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### **Anil Lama**

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