

Hemant Raj Ojha

About Me

I am a motivated and adaptable individual with strong communication skills and a passion for helping customers. With hands-on experience managing client interactions through various platforms and a background in tech and design, I aim to grow in a customer-centric environment where I can contribute to client satisfaction and operational success.

Education

- Bachelor of Technology in Computer Science and Engineering
Uttarakhand Technical University — Running (2021–2025)
- NEB – XII (Nepal)
GPA: 2.85 / 4.00 — 2019

Professional Skills

- Customer Support
- Communication & Interpersonal Skills
- Meta Ads and Social Media Management
- Problem-Solving & Analytical Thinking
- Process Improvement & Time Management
- Organizational & Documentation Skills
- Data Entry & Record Keeping
- Team Collaboration & Cross-Functional Support

Language

- Nepali: Native
- English: Professional Proficiency
- Hindi: Professional Proficiency

WORK EXPERIENCE

Graphic Designer & Social Media Manager GreenQbit Education | Sept 2020 – July 2022

- Responded to customer queries via Facebook Messenger and WhatsApp, ensuring quick and efficient resolution.
- Managed online business automation and Meta Ad accounts to boost engagement.
- Collaborated with the digital marketing team to improve communication with customers and maximize satisfaction.
- Designed promotional materials including posters, videos, and advertisements to attract and retain clients.

Projects

Blind Turn Accident Prevention System

- Designed a real-time alert system using Arduino and ultrasonic sensors to prevent accidents on blind turns.
- Prioritized cost-efficiency and real-world usability for deployment in rural and hilly areas.

Digital Marketing & Meta Ads Campaigns

- Created and managed targeted ad campaigns using Facebook Business Suite.
- Offered strategic advice to improve customer interaction, ad performance, and conversion rates.

TOOLS

- CRM Software
- Canva
- Figma
- Anydesk
- Meta Business Suite
- MS Office (Word, Excel, PowerPoint)
- WhatsApp Business
- Gmail & Outlook