

BHUMIKA SAPKOTA

FRONT OFFICER

Pokhara, Nepal

+9779846845141

Bhumikasapkota23@gmail.com

Objective

A dedicated and customer-oriented professional with a strong passion for delivering exceptional service, I am seeking a Front Officer position where I can utilize my interpersonal skills and administrative expertise to contribute effectively to the success of the organization. With a background in basic computer operations, counter services in the banking sector, and specialized training in skills development, I am poised to thrive in a dynamic and fast-paced environment.

Interest

- Music
- Dancing
- Sociology

Core Competencies

- Excellent interpersonal and communication skills
- Proficient in basic computer operations
- Strong customer service orientation
- Ability to handle multiple tasks efficiently
- Detail-oriented with a focus on accuracy
- Problem-solving skills
- Empathy and patience in dealing with customers
- Technical proficiency in office software applications

Work Experience

January 19, 2018 – April 3, 2018

Basic Computer

- Fame Int'l Education

January 13, 2020 – June 13, 2020

Counter

- NIC ASIA BANK
 - During my tenure at NIC ASIA BANK, I honed my customer service skills and gained valuable experience in handling various banking transactions efficiently. I consistently ensured customer satisfaction by providing accurate information and resolving inquiries promptly.

June 18, 2022 – June 29, 2029

Skill-based Training in Making Cloth Slippers

- Gandaki Polytechnic Institute
 - Through this specialized training, I developed proficiency in crafting high-quality cloth slippers, demonstrating my adaptability and eagerness to acquire new skills.

Education

2017 – Present

Bachelor of Business Administration (BBA)

Pokhara Multimodal Campus

2014 - 2016

Higher Education: **Management** **Percentage: 66.80%**

Sublime English Boarding School

2014

SLC (School Leaving Certificate): **Percentage: 71.63%**

Sublime English Boarding School

Skills

- Customer Service Excellence
- Communication Skills
- Multitasking Abilities
- Problem-Solving Skills
- Attention to Detail
- Technical Proficiency
- Adaptability and Learning Agility