**Laxman Bhattarai** (MBA ***(Finance) NZ*,** ACCA ***(Affiliate) UK*,** MBS ***(Account) Nepal*)**

**53 Fifth Ave, Tauranga**

**Email:** [***laxbhattarai@yahoo.com***](mailto:laxbhattarai@yahoo.com)

**Mobile: 02108324637**

**Profile:**

I am optimistic, self-motivated and organised person. I can work under high pressure calmly without supervision, can assimilate with difference culture and have a sound moral character.

***I am keen to make strong professional profile in customer services management.***

Currently, I am looking for full time job in customer services and management and can relocate anywhere within NZ.

**Key Skills:**

* Excellent interpersonal and communication skill
* Good learner and tactfulness
* Patient and able work calmly under high pressure
* Excellent time management skill
* Excellent numerical calculation, analysis and interpretation skill
* Able to work as inspiring team member and on own
* Able to cope and be up to date with changing economic and financial variables
* Excellent English language proficiency, Hindi and Nepalese
* Advance level of MS Office (Word, Excel, PowerPoint, Outlook, CRM Dynamics, Share point)
* Excellent skills of PEP, RanFab, Sigma Nesting and Solid edge
* Able to understand/use any accounting software after basic instructions
* Efficient in Drafting and Preparing accounting and financial report
* Efficient in Financial Modelling and Engineering
* Excellent in Financial Analysis and Performance Analysis
* NZ class 1 full driving licence holder with own transport
* Valid NZ work visa.

**Employment Summary:**

**Finance & Customer Service Officer**

Primary Duties

* Developing an Excellent reports with costumers and responding to their queries in a timely and efficient manner. Ensuring that all costumer inquiry is actioned with ½ working day standard response time.
* Providing financial information and interpreting the implication on performance and capital requirement to the business
* Assisting the company directors to assess the capital finance proposal and current performance
* Assessing the foreign exchange risk and its impact on business competency of company
* Assisting company directors to develop and evaluate the company accounting system.
* Preparing different periodical financial and non-financial reports to evaluate the overall performance of a company in consultation with other managers.
* Preparation of customer quotation in the LaserQuote and PEP system and follow up of quotations with customers on daily basis
* Preparation of customer order from quotations, this will include documentation for hand over to production
* Ensuring LaserQuote and PEP system are used correctly to ensure that customer satisfaction and operational efficiencies are achieved.

Secondary Duties as required

* Providing financial and non-financial analytical information to other managers as required
* Answering the phone when primary call answerer not available
* Proactive approach to new customers via phone or face to face( This aspect of the role may increase in time)
* Nesting and CAM programming of cutting and folding machine to meet the production when requested by production manager.

**LaserTek Profiles Ltd, Tauranga, NZ Jun 2016 – May 2017**

*Customer Service Representative*

**Key Responsibilities:**

* Developing an excellent rapport with customers and responding to their queries in timely and efficient manner
* Preparation of customer quotations in the LaserQuote and PEP system
* Preparation of customer order from quotation and documentation for handover to production
* Follow up of quotations with customers on a daily basis
* To ensure all customer inquiry is actioned with ½ working day standard response time
* To ensure LaserQuote and PEP systems are used correctly ensuring that customer satisfaction and operational efficiencies are achieved
* Answering of phone calls from customers
* Nesting and CAM programming when requested by operation supervisor

**Crediflex Finance Company, Tauranga, NZ Nov 2015 - March 2016**

CRM**-***Project Manager (Intern)*

**Key Responsibilities:**

* Project management, the implementation of the Microsoft CRM System for Crediflex NZ Ltd, including initial live testing, liaison with developers, stakeholders to rectify errors
* Assists with CRM launch to Crediflex staffs acting as initial contract point and in house trainer, assisted by the developers and developers’ trainer
* Assisting with the loading of data to CRM, to facilitate company transition and ongoing testing
* Provide support service to Partners for core business activities, including transfer of financial information to the Financial Model
* To support for documentation of Loan Application with collection, gathering and analysis of financial and non-financial information
* Assist document templates, creation and storage on CRM/Share point
* Update lenders’ profile on CRM, using existing data and director knowledge
* Other tasks as delegated by company directors and administrative staffs.

**Top Grow Horticulture Limited, Te Puke, NZ Oct 2014 – Oct 2015**

*Casual worker (part time)*

**Key Responsibilities:**

* Accomplishment of weakly assigned job
* Reporting daily to the supervisor about status of assigned job

**Everest Institute of Professional learning (EIPL) Pvt. Ltd**. **Chitwan, Nepal May 2013-July 2014**

*Programme Director cum Accountant (10am-7pm, full time)*

**Key Responsibilities:**

**Programme Director:**

* Developing, implementation and evaluating academic strategies for CA, ACCA and accounting training classes
* Developing and executing internal examination policies
* Recruitment, selection, placement and evaluating performances of tutors/mentors
* Preparing budgets
* Assisting students for placement
* Reporting to Directors

**Accountant:**

* Assisting chartered accountant to prepare Financial Reports
* Assisting in audit work (inventory count, test of control system, and other audit procedures)
* Assisting in development, implementation and evaluation of internal control system to the client
* Assisting for audit, assurance and accounting engagement with clients
* Preparing assurance, investment analysis reports on behalf of client under super vision of chartered accountants
* Preparing monthly report, filing Value added tax, and account maintaining on behalf of client

**Achievements:**

‘Most Client Retainer 2014’

**Maiya Devi Girls’ College, Chitwan, Nepal July 2012-July 2014**

*Assistant Lecturer for Graduate and Post Graduate (6am-9:30am, part time*)

**Key Responsibilities:**

* Preparing for daily lecturers
* Preparing question papers and examining answer sheets of internal exams
* Assisting students for Thesis report and assignment reports preparation and evaluating them
* Reporting department head of management and supporting for improvement
* Assisting students for internship

**Achievements:**

‘Most Supporting Lecturer 2013 & 2014’

**KFC, UK** **Feb 2010- March 2012**

*Team Leader (part time)*

**Key Responsibilities:**

* Enhancing team members to deliver outstanding services
* Helping Restaurant General Manager (RGM) to forecast daily and weekly sales
* Supporting RGM to control cost and food wastage
* Leading and motivating team to meet their daily sales targets
* Encouraging team members to promote sales
* Time keeping of team members

**Achievements:**

‘Customer Mania Award 2012’ and ‘Most Energetic Employee of the year 2011’ (Victoria station)

**Educational Summary:**

**Master of Business Administration (Finance) 2016**

*Auckland Institute of Studies (AIS), Auckland*

**The Association of Chartered Certified Accountant (ACCA) 2016**

*BPP, UK,*

**Master’s Degree in Business Studies (Account) 2009**

*Tribhuvan University, Nepal*

**Bachelor’s Degree in Business Studies (Account) 2005**

*Tribhuvan University affiliated college, Nepal*

**Internship, Training& Seminar:**

***Internship in Auditing*** provided by **BPP, UK 2011**

Audit member (part time, 6 months)

***Integrated Management Learning Seminar I*** organised by **AIS, Auckland 2015**

Participant (one-day workshop)

**Interests and Hobbies:**

I love to read books, travel, watch interviews of corporate persons and listen Nepalese folk songs**.**

**References:**

David Mills

***Director***, Crediflex NZ Ltd, Tauranga

Email: [davidmills@crediflex.co.nz](mailto:davidmills@crediflex.co.nz)

Phone: 021926504