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Professional Summary

Results-driven Operations & Telecom Professional with proven expertise in laboratory operations management, franchise implementation, telecom infrastructure, vendor management, and project leadership. Skilled in overseeing multi-project operations, compliance, franchise support, and customer experience enhancement. Strong track record of managing large teams, collaborating with international suppliers, implementing digital transformation projects, and ensuring operational excellence across telecom. Adept at bridging technology, operations, and business strategy to deliver sustainable results.

Core Competencies

- Operations & Team Management
- Franchise Implementation & Training
- Telecom Infrastructure (ODN, FTTH, ADSS, Feeder Cable)
- International Vendor & Supplier Management
- Staff Supervision & Development
- Inventory & Supply Chain Optimization
- Financial Oversight & Audit Support
- Compliance
- Strategic Planning & Reporting (KPI, TAT)
- Customer Experience & Complaint Resolution
- Project Monitoring & Digital Transformation

Professional Experience

Project In-Charge | Infotech Services Pvt. Ltd. - Lalitpur, Nepal

Feb 2024-Present

- Directed large-scale ODN installations, ADSS deployment, and FTTH implementation for Ncell, NTC and WorldLink.
- Supervised 300+ technicians across multiple regions and successfully led multiple projects across Nepal, ensuring timely delivery and adherence to quality standards.
- Designed and presented technical & operational solutions for network expansion projects.
- Maintained strong customer communication, requirement gathering, and technical support.
- Managed relationships with multiple vendors and suppliers from China, ensuring cost efficiency, timely delivery, and quality compliance.

- Prepared and reviewed project documentation, including PAT reports, fiber testing, and handovers.
- Collaborated with cross-functional teams to align execution with business goals.
- Conducted weekly progress reviews with site engineers and senior management.
- Oversaw daily operations across multiple Projects, ensuring efficiency and compliance.
- Implemented franchise policies, onboarding, and training for new partners.
- Coordinated insurance, IT systems, infrastructure maintenance, and claims processing.
- Centralized procurement of consumables, office essentials, and telecom products.
- Negotiated with international suppliers, tracked deliveries, and ensured supply chain stability.
- Approved and monitored field-level expenses, supporting finance and audit teams.
- Developed dashboards and reports to track KPIs, TAT, customer satisfaction, and complaint resolution.
- Acted as liaison between MD, department heads, and Team supervisors to resolve escalated issues.
- Enhanced customer experience by handling complaints, tracking root causes, and implementing preventive measures.
- Prepared and evaluated tender documents, including BOQ analysis, cost estimation, and technical compliance and operational projects.

Education

Bachelor of Engineering in Electronics and Communication
HKBK College of Engineering, Bangalore – Jan 2024

Higher Secondary (+2) Science
Milestone International College, Kathmandu – Jan 2019

Technical Skills

- Product & Solution Planning (ADSS, Feeder Cable, FTTH & ODN)
- Telecom Infrastructure: Fiber Splicing, Testing, ODN & Feeder Cable
- Competitive Analysis & Market Research
- MS Project | Trello | Jira | Microsoft Office Suite
- Technical Support & Client Communication
- Data Analytics & Reporting
- Product & Solution Planning
- Tender Management & BOQ Preparation/Analysis

Languages

English | Nepali | Hindi