

SANDESH GHIMIRE

BALKUMARI, LALITPUR

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PROFESSIONAL SUMMARY:

Detail-oriented professional with experience in client relationship management, project coordination, and software product delivery. Skilled at gathering and translating client requirements into actionable tasks for internal teams, facilitating demos and feedback sessions, and ensuring timely delivery of user-centric solutions. Committed to building strong client partnerships and driving project success.

WORKING EXPERIENCE

Nepal Payment Solution LTD
(April-9 2025)

Key Responsibilities & Achievements:

- Built and managed relationships with MFIs, cooperatives, and remittance companies to promote digital payment solutions.
- Gathered, documented, and refined client requirements to ensure tailored product and service delivery.
- Acted as a Bridge between clients and internal technical teams to align business needs with product capabilities.
- Conducted product presentations, demos, and training sessions to support client adoption.
- Supported the implementation of digital payment platforms, improving operational efficiency for financial institutions.
- Ensured high client satisfaction by providing timely solutions, feedback handling, and after-sales support.

Assistant Product Owner
(Young Minds Creation Pvt .Ltd.)
November 6- April 7 2025

- Primarily engaged with clients to present and promote TOR Nepal, an advanced online procurement platform, ensuring their needs and feedback are well understood.
- Collaborated closely with developers to refine platform designs, focusing on delivering a user-friendly and visually appealing interface.
- Assisted in gathering and refining user stories, ensuring smooth communication between clients and the development team.
- Supported agile development cycles by aligning client expectations with technical possibilities.
- Continuously evaluated client feedback to enhance the platform's usability, efficiency, and overall user experience.

Junior Product Owner
(IT Hive Solution)
April 2024 - November 2024

- Managed project backlogs, prioritized features, and collaborated with cross-functional teams to ensure successful product delivery.
- Acted as a bridge between stakeholders and the development team to ensure project goals were met efficiently.
- Assisted in defining product vision, roadmap, and growth opportunities based on user needs and business objectives.

ACADEMIC QUALIFICATIONS

- **BSc (Hons) Computing (2024) – First Class**
Naya Aayam Multi-Disciplinary Institute
- **NEB (2021) – GPA: 3.37**
Kanjirowa National Secondary School
- **SEE (2019) – GPA: 3.15**
Hindu Vidya Peeth – Nepal

CONFERENCES / SOCIAL WORK

Bagmati Youth Coordinator, Nepal Manav Dharma Sewa Samiti – Mission Education

- Organized and participated in donation camps for disadvantaged children.
- Led motivational sessions at rehabilitation centres, schools, and cooperatives, focusing on personal growth and community development.

Skills

Client Relationship & Communication

- International client engagement, stakeholder communication, requirement gathering, and conflict resolution.

Project Management & Coordination

- Agile/Scrum methodologies, backlog management, cross-functional collaboration, and status reporting.

Requirement Analysis & Documentation

- Gathering, analyzing, and documenting client needs.

Client Engagement & Requirement Alignment

- Conducting client demos, requirement and feedback sessions to align deliverables with expectations.

Soft Skills

- Strong interpersonal communication, problem-solving, adaptability, time management, and cross-cultural collaboration.

Language

- Nepali
- English
- Hindi

