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**Pramod Bishowkarma**

**(CV)**

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0493318128

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**Career objective**

To enhance and utilize my knowledge and skills in the professional field, create a friendly environment in my workplace that will motivate and provide sufficient economy for self-requirements and professional initiatives.

**Professional summary**

An enthusiastic, highly motivated student who likes to learn new skills and is ready to face any challenges. I value time and people; I offer all the qualities important to join this team and I believe that I can build mutual rapport with new members easily. I trust that my qualifications and interests coordinate with the much orientated to weight and have the natural capacity to meet and manage various types of individuals. Passionate and determined to learn, gather knowledge and skills in every indulged field. I guarantee to offer the best administration at your place. Polite and respectful and happy to work under initiatives. Willing to involve in every learning activity that might be the initiative to contribute to the betterment of self and everyone else.

**KEY STRENGTHS**

• Reliable and Responsible

• Honest

• Multilingual; English, Nepali, and Hindi

• Communication skills

• Self-control

• Time Management Skills

**Professional experience**

1. Worked as a customer service representative Kathmandu, Nepal.

**Responsibilities**

* **:**

1. Maintaining a positive, empathetic, and professional attitude toward customers at all times.
2. Responding promptly to customer inquiries.
3. Communicating with customers through various channels.
4. Acknowledging and resolving customer complaints.
5. Knowing our products inside and out so that you can answer questions.
6. Processing orders, forms, applications, and requests.
7. Keeping records of customer interactions, transactions, comments, and complaints.
8. Communicating and coordinating with colleagues as necessary.
9. Providing feedback on the efficiency of the customer service process.
10. Managing a team of junior customer service representatives.
11. Ensure customer satisfaction and provide professional customer support.

**Academic qualifications**

**Completed class 10 in Nepal**- GPA 3.75/4.00(Paradise Readers’ Academy, Kathmandu, Nepal), passed in 2018

**Completed class 12 NEB in Nepal** – CGPA 3.75/4.00 (Vishwa Niketan Higher Secondary School, Kathmandu, Nepal), passed in 2020

**Ongoing Bachelor’s degree in Information Technology** in Kings Own Institute College, Level 1/31 Market St, Sydney NSW 2000

**Key skills**

* Self-motivated, hardworking, and ready to take on a variety of tasks
* Willing to learn new skills
* Ability to communicate and build excellent rapport
* **AVAILABILITY**: 7 days a week(Monday-Friday full Sat-Sun Morning and afternoon shift)
* **VISA CONDITION:**Student visa

**REFERENCES**

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| Shilash Pulami Magar  Manager (Pulami Grocery Store, Kathmandu, Nepal) | +9779803395252 [Shilashmagar11@gmail.com](mailto:Shilashmagar11@gmail.com) |