

KRITIKA BHANDARI

Shankhamul-31, Shankhamul, Kathmandu, Nepal

Gender: Female, DOB: 07/05/1997

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EXPERIENCE:

January 2019 – Current

SERVICE CO-ORDINATOR, JAGDAMBA MOTORS PVT. LTD, NAXAL, NEPAL

- Develop business plans, establish milestones and Key Performance Indicators (KPI) to ensure the highest possible customer satisfaction and service redemption for TVS two wheelers and three wheelers in Nepal.
- Create and Implement Statistical Models to determine monthly, quarterly and yearly targets for service variables such as service inflow, customer care camps, manpower training, customer satisfaction, etc.
- Provide supervision in daily operation of the organization, ensure timely, efficient completion of tasks, and take initiative in implementation of strategies in order to improve workflow, system and processes.
- Work closely with the upper level management of the company, oversee strategies, effects and results of campaigns.
- Managing and monitoring service ATL and BTL activities.
- Capture raw qualitative and quantitative data from multiple sources as per requirement, aggregate and transform them to create standardized documents, reports and visualizations, analyse variance, highlight opportunities, threats and suggest data driven decisions.
- Forecast the department's annual budget based on annual targets, determine the monthly budget and keep a record of the expenses versus budget.
- Work on different documents – preparation of the annual Policy Deployment (PD), Monthly Progress Report (MPR), Service Reports, Dealer Audit Reports, maintenance of KPI Scorecards, NPS Survey Report, Statement of Purpose and other documents upon requirement.
- Ensure all the reports are delivered to quality, on time and in line with the management's requirements.
- Analysis of Customer Care Report - Keep track of parameters of customer satisfaction such as First Time Right, Parts Availability, Open versus Close Complaints, consistency of Customer Satisfaction Index, report anomalies to higher management and service engineers and suggest corrective action.
- Operational Improvement - Create, implement, measure and improvise standardized processes for service parameters that require standardization.
- Seek opportunities to transform the department's practices into fresh, cost-effective solutions leading to more efficient operations.
- Embrace responsibility for event tasks and ensure they are completed within

- the desired timeframe.
- Provide guidance and coaching to other members of the team.

October 2018 – December 2018

DESIGN ENGINEER, ECOCENTRIC NEPAL PRIVATE LIMITED, LALITPUR, NEPAL

- To provide supervision and prepare reports of the works being carried out by the company.
- To collect and analyze the data, prepare drafts, presentation and other documents based on the data for tendering process.
- To design and create schematic layout (2D/3D) of the work as per the requirement of the company.

July 2018 – August 2018

INTERN, THAI PETROLEUM EQUIPMENT AND CONSTRUCTION CO. LTD., THAILAND

- LPG, Steam Boiler and Biomass System Design and 3D Drawing
- Maintenance of LPG based systems

EDUCATION:

2014 – 2018

BACHELOR'S DEGREE IN MECHANICAL ENGINEERING, KATHMANDU UNIVERSITY, SCHOOL OF ENGINEERING

- CGPA: 3.42

2012-2014

+2 IN SCIENCE, ST. XAVIER'S COLLEGE, MAITIGHAR

- Percentage: 79

2012

SCHOOL LEAVING CERTIFICATE, NOBEL ACADEMY H.S SCHOOL, KATHMANDU

- Percentage: 87.85

SKILLS:

SOFTWARE RELATED SKILLS

- Microsoft Excel, Microsoft Word, Microsoft Power point and other Microsoft Packages.
- DMS: Dealership Management System
- PTC Creo, Solid works, ANSYS, MATLAB, Engineering Equation Solver (EES), AutoCAD, Catia, Latex, EdrawMax, Google Sketchup3D
- Tableau, C, C++, Gcode, MySQL

ACTIVITIES

LEADERSHIPS

COORDINATOR, AVIYANTAA'17 (SEPTEMBER – NOVEMBER 2017)

- Overall planning as well as execution of event and Aviyantaa'17 magazine.

EDITOR, AVIYANTAA' 16 and AVIYANTAA'15 (JULY 2015 - OCTOBER 2016)

- Manage editing team to perform efficiently.
- Editor of Aviyantaa'15 and Aviyantaa'16 magazine.

EXECUTIVE MEMBER, ASSOCIATION OF MECHANICAL ENGINEERING STUDENTS (2014-2016)

- Organizing various activities
- Liaison between Department of Mechanical Engineering and students

PUBLIC SPEAKING ACTIVITIES

EMCEE

- INTERNATIONAL SYMPOSIUM ON CURRENT RESEARCH IN HYDRAULIC TURBINES (APRIL 4, 2017)
- NEED AND PROSPECTS OF CENTER OF EXCELLENCE (COE) AT TURBINE TESTING LAB (TTL) FOR HYDRO TURBINE DEVELOPMENT IN NEPAL, (AUGUST 7, 2017)
- INTERNATIONAL SYMPOSIUM ON CURRENT RESEARCH IN HYDRAULIC TURBINES, (MARCH 20, 2018)

VOLUNTEERING ACTIVITIES

- WORLD WOOD DAY, ORGANIZED BY INTERNATIONAL WOOD CULTURE SOCIETY (MARCH 19-26, 2016)
- INTERNATIONAL SYMPOSIUM ON CURRENT RESEARCH IN HYDRAULIC TURBINES, ORGANIZED BY TURBINE TESTING LAB (MARCH 23, 2015)

REFERENCES

- Mr. Amardip Majumder
GM- Service
2W, 3W and 4W
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