
BIMAL RAJ JOSHI

Contact

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Education

Bachelor of Business

Administration – BBA,

Professional Development

Studies

Top Skills

- Customer Service
- Cashier
- Travel Planning
- Management
- Sales

Languages

- Nepali
- German
- Hindi
- English

Certifications

- Passenger Tariff II Course (Singapore Airlines)
- Kriscom Reservations Course (Singapore Airlines)
- Customer Value Proposition Training Certificate (Shell)
- Show You Care Motivation Seminar Certificate (Singapore Airlines)
- Food Handlers Training Course Certificate (Learn2Serve)

Objective

Seeking a customer service role that leverages a passion for working in the travel and tourism sector.

Experience

Volunteer, Travel Administrator, Nirmal Usha Foundation; Chicago, IL

Sept 2018 - Present

Volunteering to assist the founders/ executives of the Non-for-Profit Foundation with their travel itineraries.

Customer Service Specialist/ Assistant Manager, Exxon-Mobil; Houston, TX

Feb 2009 - Feb 2018

Helped manage a busy destination convenience market/ gas station called Saddlelane Food Market. Here also managed a team for deli operations while handling all day-to-day activities required.

Customer Service Representative/ Cashier, Shell; Houston, TX

1998 - July 2005

Managed all transactions at point-of-sale with customers accurately and efficiently. Responsibilities include greeting customers, assisting them with purchases, receiving payments, issuing change, printing receipts and completing end-of-day reporting.

Managing Director, Mercury Tours & Travels; Kathmandu, Nepal

July 1993 - April 1998

Established Mercury Tours and Travels Private Limited in Kathmandu, Nepal and ran operations for almost 5 years before major changes occurred with travel reservations occurring via the world wide web. This endeavor was beneficial in learning how to establish a multi-national brand in Nepal in the Nineteen Eighties.

Senior Ticketing & Reservation Officer, Singapore Airlines; Kathmandu, Nepal

April 1987 – May 1989

Consistently received commendations from management based on positive feedback from customers.

General Manager, Tourist Services Center; Kathmandu, Nepal

April 1981 – March 1987

Established the Tourist Services Center in Thamel, Nepal which is a global destination for trekkers and outdoor enthusiasts.

Assistant Marketing Officer, Nepal Airlines Corporation; Kathmandu, Nepal

May 1977 – April 1980

Completed Royal Nepal Airlines' (now Nepal Airlines) Training School for Basic Fares & Ticketing course which led to a marketing role that really inspired a lifelong passion for the travel industry.
