

Contact

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Top Skills

Project Coordination
Project Delivery
IPTV

Languages

English (Professional Working)

Certifications

ChatGPT 101: What is ChatGPT
ChatGPT for Beginners
YouTube and Video Marketing
Network Security
ChatGPT for Business
Communication

Noor Kayastha

Customer Relations Executive & Act-In QA Tester @ Genius
Systems Pvt Ltd | Communication, Negotiation, and Problem-Solving
Expert | Helping Clients Achieve Their Goals and Satisfaction |
Drone Piloting

Kathmandu, Bāgmatī, Nepal

Summary

I am a customer relations executive with a background in Information Technology. I have also worked in the field of Content Writing. As a content writer, I created engaging and informative content for various platforms and audiences. These skills have enabled me to communicate effectively with clients, understand their needs and preferences, and provide them with tailored solutions. I help clients achieve their goals and satisfaction through excellent communication, negotiation, and problem-solving skills. In my current role at Genius Systems Pvt Ltd, I help to manage several clients across various industries, ensuring their needs are met and their expectations are exceeded. I also work as an act-in QA Tester where I develop various Test Setups, Test Cases, etc. in order to help achieve better product quality. I am passionate about learning new things and improving myself. In my spare time, I enjoy reading, hiking, and volunteering for local charities. I also travel and fly drone for aerial videography. If you are looking for a customer relations executive who can deliver exceptional results and build lasting relationships, please feel free to reach out to me. I would love to hear from you and discuss how we can work together.

Experience

Genius Systems Pvt. Ltd
Customer Relations Executive and Act-In QA Tester
February 2024 - Present (1 year 5 months)
Kathmandu, Bāgmatī, Nepal

As a Customer Service Executive:

- ✓ Handle customer complaints and queries via chat/call/mail/in-house applications.
- ✓ Diagnose, resolve or escalate the issues as per the requirements.

- ✓ Perform other tasks assigned by Supervisor as and when required.

As an Act-In QA Tester:

- ✓ Act as QA on a wide variety of data-intense projects.
- ✓ Estimate, prioritize, plan and coordinate testing activities
- ✓ Review requirements specifications based on them create test plans and test cases
- ✓ Perform testing, make sure product meets expectations & acceptance criteria
- ✓ Gather, analyze and report test results
- ✓ Open bug reports and verify they are fixed
- ✓ Build test beds, configure environments required for testing
- ✓ Participate in meetings, grooming and other team activities
- ✓ Serve as a connection layer between developers and end users
- ✓ Add user perspective to requirements and suggest improvements

CloudFactory

Game Analyst

August 2022 - December 2023 (1 year 5 months)

Kathmandu, Bāgmatī, Nepal

- ✓ Analyzing statistics such as scores and statistics to provide information about player performance or team trends
- ✓ Reporting on the latest news about teams, players, and upcoming games in their sport

Self Employed

Freelance Video Editor

June 2021 - July 2022 (1 year 2 months)

Kathmandu, Bāgmatī, Nepal

timeTracko.com

YouTube Video Growth Manager

February 2020 - November 2020 (10 months)

Melbourne, Victoria, Australia

My key responsibilities are:

- ✓ Own video revenue growth at timeTracko
- ✓ Create and deliver video strategy assets, trainings, and reference guides that make video production delightful for clients

- ✓ Act as an expert on where and how to source, recruit, and evaluate the best video talent
- ✓ Innovate and make recommendations about how timeTracko can expand video offerings (live stream, animation, 360 video, etc)

Datalytics Pvt. Ltd.

1 year 6 months

Technical Team Lead

November 2019 - January 2020 (3 months)

Nepal

My key responsibilities were:

- ✓ Verifying the work credentials of the team members based on the information provided by the client.
- ✓ Organize the daily tasks in a fruitful manner.
- ✓ Conduct various training sessions for the newly recruits.
- ✓ Conduct various seminars and presentation among the employees on a weekly basis.

Technical Writer

August 2018 - November 2019 (1 year 4 months)

Nepal

My key responsibilities were:

- ✓ Analyzing the information provided by the clients and developing the contents based on the provided information
- ✓ Editing the developed reports into standard formats.

Education

Purbanchal University

Bachelor's degree, Information Technology · (September 2018 - June 2023)

Visvesvaraya Technological University

Bachelor's degree, Computer Engineering · (2012 - 2016)

St. Xavier's College, Maitighar

Intermediate · (2009 - 2011)