

Rohit Sapkota

rohitsaps1@gmail.com | (713)-851-7009

OBJECTIVE

Ambitious and results-driven Management Information Systems student seeking a position with a dynamic organization to leverage technical expertise, data-driven insights, and problem-solving skills to streamline operations and enhance business performance.

EDUCATION

Sam Houston State University, Huntsville, Texas

Bachelor of Business Administration in Management Information System

May 2025

Lone Star College, Kingwood, Texas

Associates of Arts

August 2021

Royal Business College, Auckland, New Zealand

Diploma in Computing (Level 5 and 6)

September 2017

WORK EXPERIENCE

Swift Mart DBA Hope Food Mart

Houston, Texas

Financial Services Associate

April 2021 – July 2022

- Implemented efficient processes to mitigate monetary losses and fraud on the EmagiNET application for cheque and money order cashing.
- Performed cashiering functions in accordance with department and company's cash handling policies, procedures, and maintained cash drawers.
- Drove outstanding customer service by proactively engaging with customers, assessing their needs, and offering tailored product solutions, contributing to a 95% customer satisfaction score based on company feedback forms.
- Managed grocery store inventory and organization, unloading trucks, and verifying product bar codes and prices.

Liberty Tax Service

Houston, Texas

Tax Consultant

September 2020 – April 2021

- Advised more than 500 clients in Tax preparation process by preparing and filing tax documents for their returns, achieving a high closure rate of 85%.
- Managed incoming calls from clients to answer tax related questions and set up tax preparation appointments.
- Identified and answered customers tax queries and concerns about their total return, IRS processes, filing advances.

Spark Telecommunication

New Plymouth, New Zealand

ICT Sales Representative

January 2018 – July 2018

- Acquired new network customers proactively and improved retention by promoting Spark Telecom's services door-to-door, persuading clients to switch with enticing, upgraded offers.
- Directed door-to-door sales campaigns for ICT solutions, consistently exceeding quarterly revenue targets by an average monthly increase of 15% above target in the New Zealand market.
- Cultivated strong, long-lasting client relationships through active listening and customization of ICT solutions, resulting in high customer satisfaction and repeat business.

Kokkino Café and Catering (Auckland Netball Centre)

Auckland, New Zealand

Café Operations and Kitchen Support Specialist

March 2016 – December 2017

- Delivered exceptional customer service and consistently prepared high-quality coffee beverages, fostering a positive customer experience, and enhancing the café's reputation.
- Maintained a clean and organized workspace, showcasing strong cash handling skills and adaptability in the fast-paced kitchen environment.
- Responded promptly to management requests and proactively assisted kitchen staff, ensuring the smooth operation of both barista and kitchen operations.

Skills

Microsoft Office (Word, Excel, Access, PowerPoint), Communication Skills, Financial Acumen, Customer Service, Hospitality.