

# Rohit Sapkota

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## 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.