**Rohit Sapkota**

[rohitsaps1@gmail.com](https://outlook.office.com/owa/wopi/files/cb237dd1-daeb-461e-a54c-2ab06e1031cb@SHSU.EDU/AAMkAGNiMjM3ZGQxLWRhZWItNDYxZS1hNTRjLTJhYjA2ZTEwMzFjYgBGAAAAAABbCVo1yxqKRLG6PbqCK8zfBwDKKBGPYofsT4tOCf3avNggAAAAAAEMAAASoahFrztySr204j-OdGcgAANBExCKAAABEgAQAM3QU1rDSYNDiKxZHc15g9E=_b34DmKLZ3AgBAQAAAAA=/WOPIServiceId_FP_EXCHANGE_ORGID/WOPIUserId_6bc5bb4d-fd7d-485a-adbf-c2c2cc016eae/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)* September2017

**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.