



BIBEK KHATIWADA

SALES COORDINATOR

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Address: Al Barsha, in front of Mall of the Emirates, Dubai

OBJECTIVE

Tech-savvy professional transitioning from IT and technical support to a Sales Coordinator role, skilled in data analysis, business reporting, and streamlining processes.

Proven experience in ensuring timely report submissions, supporting sales teams, and optimizing decision-making with actionable insights. Proficient in MS Office, ERP systems, and committed to driving sales efficiency in the FMCG industry.

SKILLS

- **Data Analysis & Reporting:** Skilled in providing meaningful analytics and business reports to support decision-making and identifying sales and distribution gaps.
 - **Sales Operations Support:** Expertise in supporting sales teams with timely data, ensuring accurate submission of sales reports, incentive calculations, and tracking sales performance metrics.
 - **ROI Calculation & Monitoring:** Competent in updating and computing ROI on primary displays, sending alerts, and ensuring necessary actions/cancellations are completed.
 - **MS Office & ERP Systems:** Proficient in Excel, Word, PowerPoint, and ERP systems for data management and reporting.
 - **Stakeholder Management:** Capable of managing communications with internal and external stakeholders, ensuring reports and data are submitted on time.
 - **Attention to Detail:** Strong focus on accuracy in reporting, claims collation, and handling secondary spend promotions.
 - **Flexibility & Adaptability:** Able to work flexible hours and take on additional responsibilities when needed.
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WORK EXPERIENCE

QA & CUSTOMER SUPPORT, G-MANA

Dec 2022 - Present

- Utilized Apple's innovative HLS (HTTP Live Streaming) technology to analyze and troubleshoot streaming issues.
- Delivered remote desktop support, resolving a wide range of technical problems and enhancing user experience.
- Managed client communication, ensuring professional and empathetic interactions across multiple platforms.

IT COORDINATOR, LAXMINARAYAN H.S.S.

Apr 2023 - May 2024

- Taught computer theory and practical skills, facilitating hands-on learning experiences.
- Trained staff and students on advanced technology tools, including AI applications.
- Digitized administrative processes, improving efficiency through technology integration.

IT Faculty Coordinator, Ganeshmansingh Academy**Nov 2020 - Mar 2022**

- Led the setup and maintenance of the college's IT infrastructure, providing reliable technical support.
- Developed and managed social media content to promote the academy and attract new students.

IT Faculty Coordinator, Ganeshmansingh Academy**Nov 2020 - Mar 2022**

- Coordinated IT infrastructure setup, provided technical support, and managed IT equipment procurement, ensuring efficient operations.
- Delivered IT education and training, focusing on practical skills to support the academic institution's goals.

EDUCATION**Bachelor of Engineering in Information Science****Aug 2016 - Jan 2020**

Visvesvaraya Technological University, India, Bangalore

LANGUGAES**English:** Fluent**Hindi:** Fluent**Nepali:** Native

ADDITIONAL INFORMATION**Date of Birth:** 28/02/1997**Gender:** Male**Nationality:** Nepali**Marital status:** Single**Visa status:** Visit visa**passport issue date:** 05/10/2020**Passport Expiry date:** 04/10/2030