



# Yutsav Kiran Sundar Pradhan

📍 DUBAI, UAE

☎️ +971527055940

✉️ [yutsav.pradhan@gmail.com](mailto:yutsav.pradhan@gmail.com)

## SKILLS

Professionalism

Time Management

Attention to detail

Team Leader

Advanced MS Office Suite

Strong Communication [English & Hindi]

Project Management

Computing and Software

Computer Literacy

Organization & Flexibility

Self-confident & Openness in learning

## PROFESSIONAL SUMMARY

Accomplished and results-oriented professional with extensive experience across diverse sectors, known for exceptional leadership, communication, and problem-solving abilities. Adept at driving operational excellence, fostering team collaboration, and delivering innovative solutions that align with organizational goals. Proven track record of exceeding performance expectations and contributing to business growth through strategic planning and execution. Committed to continuous learning and adapting to dynamic work environments to achieve sustained success.

## WORK HISTORY

### Relationship Officer, YKNP Marketing Management, Dubai, UAE

Current

- Reaching out to potential customers via phone, email, or in person to introduce credit card products.
- Customizing credit card offerings based on the needs and financial profile of the customer (e.g., cashback, travel rewards, low-interest rates).
- Ensuring all terms and conditions are understood and agreed upon by the customer.

### Administrative Secretary & IT Support, Heartland Academy Plus 2 College, Kathmandu, Nepal

April 2020-March 2023

- An administrative secretary in a college, aligning with current market trends, efficiently manages communications, schedules, and records while utilizing digital tools to streamline operations and support the institution's administrative functions.
- Coordinating meetings, appointments, and events for executives and staff, and ensuring there are no scheduling conflicts.
- Assisting with new employee orientation and ensuring they have the necessary resources and information.
- Provided technical assistance to students, faculty, and staff, resolving hardware and software issues promptly. Conducted regular maintenance and updates on IT infrastructure.

### Admin Officer Cum Front Desk Agent, Zenith Technologies, Kathmandu, Nepal

April 2018- March 2020

- Warmly welcoming clients, guests, or customers as the first point of contact, ensuring they feel comfortable and valued.
- Coordinating and managing appointments, meetings, Presentation and calendars for colleagues or executives.
- Support the management team with various administrative tasks.
- Prioritizing tasks effectively, handling multiple responsibilities like managing visitors, calls, Email and administrative duties simultaneously.
- Anticipating the needs of clients or visitors, ensuring their experience is smooth, and providing assistance in a helpful manner.

### CEO, Ultimate Technology a Complete IT Solution, Lalitpur, Nepal

May 2012-March 2018

- Adapted IT product offerings to align with current market trends, ensuring relevance and maximizing sales opportunities.
- A hardware and software technician in an IT company, following current market trends, ensures seamless IT operations by maintaining, troubleshooting, and upgrading both physical and digital infrastructure, with a focus on cybersecurity and integrating the latest technologies.

## EDUCATION

### Bachelor in Information Management

Tribhuvan University, Kathmandu, Nepal — (2009-2013)

### Training Workshops

Various workshops on customer relationship management and advanced administrative skills, MTA (Microsoft Technology Associate windows server R2), Graphic Designing, Web development with web animation, Basic and advance training on hardware and software, basic Autodesk MAYA.

## REFERENCE

Mr. Bishal Thapa Chhetri, USA.