



Govinda sawat

Date of birth: 31/10/2003

Nationality: Nepalese

CONTACT

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ABOUT ME

Passport Details

Passport no:PA1566843
Issue Date:18April,2023
Expiry Date:17April,2033
Visa status:Visit visa

Objective

- Active listening
- Time management
- Confidence
- Professionalism
- Relationship building
- Business

Special skills

- Ability to work under pressure and meet deadlines.
- Excellent manual dexterity.
- Perfected organizational and multitasking skills.

Training

- Complete 1 month training on computer.

Language

- English
- Nepali
- Hindi

WORK EXPERIENCE

16/03/2021 – 09/02/2023 Kathmandu, Nepal

Customer Service BG Mall pvt.Ltd

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

EDUCATION AND TRAINING

21/08/2021 – 09/04/2023 sandhikharka, Nepal

Intermediate Level Shree Janajyoti Secondary school

DIGITAL SKILLS

Social Media / Social Network | Google Drive | Microsoft Powerpoint | Zoom | Google Docs