



# Pabitra Darnal

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darnalpabitra3@gmail.com

Current Address :- Nepal

## PROFESSIONAL SUMMARY

A professional Service Center Chief with 5 years of experience in analyzing control, presenting data for financial reports, delivering loss and profit statements. I am currently seeking new opportunities for managerial role.

## SKILL QUALIFICATIONS

- Customer Service
- Strategy Development
- Public Relations.
- Organisation
- Excellent Planning Skills
- Negotiation Skills
- Team Work to Deadlines
- Ability to Multi-Task

## ADDITIONAL INFORMATION

Date of Birth :- 16/12/1992

Gender :- Female

Nationality :- Nepali

Marital Status :- Married

Visa Status :- Employment

Passport No :- 11591435

Passport Expiry :- 02/11/2029

## CERTIFICATIONS

- [ **Vocational & Skill Development Training Centre, Nepal** ] certifie Level [Diploma Computer Accounting Course, 2018 ] [Itahari, Sunsari, Nepal ]

## HOBBY AND INTERESTS

- Singing
- Dancing

## EXPERIENCE

06/2015 - 07/2017

**Senior Accountant**

**Kabya Batika Investment Pvt.Ltd** | Itahari, Nepal

- Collected and analyzed client's data based on accounting procedures
- Produce profit and loss statements
- Presented financial reports to clients
- Check the balance sheet of the company

11/2019 - I currently work here

**Service Centre Cheif**

**Mahila Saving & Credit Co-operative pvt.Ltd** | Itahari, Nepal, Nepal

- direct and manage all activities relating to the delivery of effective customer service
- liaise with other department heads across the organisation
- implement and maintain effective methods for gathering customer satisfaction data
- develop plans and targets for the customer service team
- delegate tasks to team leaders to ensure the smooth running of the department
- analyse and interpret data relating to customer service effectiveness
- manage and maintain long-lasting relationships with customers and clients

## EDUCATION

2022

**Janta Multiple Campus, Tribhuvan University** | Itahari, Nepal

Master of Business Administration: Management And Marketing

2014

**Koshi Saint James College, Tribhuvan University** | Itahari, Nepal

Bachelor's Degree (BBS): Management

2011

**Pathibhara English Bording High School** | Itahari, Sunsari, Nepal

Certificate of Higher Education: Management

2009

**Shree Itahari Residential Secondary School** | Itahari, Sunsari, Nepal

School Leaving Certificate ( SLC): Accounting And Mathematics

## LANGUAGES

- Travelling
- Painting

**English:** C2



Proficient

**Hindi:** C2



Proficient

**Nepali:** C2



Proficient