



Nilesh Ghimire

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WORK EXPERIENCE

10 JAN 2024 – 10 JUL 2024 Dubai, United Arab Emirates

REMOTE CUSTOMER SERVICE REPRESENTATIVE ONLINE PLATFORM

- Customer interaction via chat, email, and social media
- Proficiency in CRM systems, live chat tools, and ticketing systems
- Effective problem-solving to resolve inquiries and technical issues
- Accurate product and service information delivery
- Clear and empathetic written communication skills
- Ability to multitask and manage multiple customer inquiries simultaneously
- Collaboration with other departments for comprehensive customer support
- Achievement of performance metrics such as high satisfaction ratings and improved response times
- Adaptability to new processes, technologies, and customer needs
- Participation in quality assurance through feedback and training

31 JUL 2021 – 5 DEC 2023 Kathmandu, Nepal

IT SUPPORT ASSISTANT GOKARNESHWOR MUNICIPALITY

- Proficient in specialized computer hardware troubleshooting, Windows crash resolution, and comprehensive system maintenance.
- Specialization in CCTV systems, particularly Network Attached Storage (NAS), Server, Hikvision NVR and DVR setups.
- Skilled in social media platform management and delivering top-notch customer support.
- Specialized expertise in managing switches, routers, and access points for optimal network performance.
- Strong understanding of IT documentation and ticketing systems.
- Proactively enhances departmental collaboration through efficient communication channels, ensuring top-tier service for an optimal work environment.
- Report generation of employee attendance through ZKTeco devices.
- Exemplary proficiency in advanced document processing and organizational tools within the Windows Office Suite.
- Excellent presentation and training skills for knowledge transfer.
- Skilled in coordinating and managing internal office events, including scheduling departmental meetings and training sessions.
- Capturing events photos and updating notices in social media & official government site.

27 SEP 2018 – 16 DEC 2019 Kathmandu, Nepal

TECHNICAL SUPPORT ENGINEER CLASSICTECH PVT. LTD.

- Acquired fundamental knowledge of Computer Networks complemented by hands-on experience in real-world scenarios.
- Demonstrated prowess in adeptly identifying and resolving intricate problems.
- Proven ability in effective communication and coordination with fiber teams and client interactions.
- Proficient in task delegation and providing comprehensive reports to superiors.
- Providing prompt and courteous assistance to customers, resolving inquiries and issues to ensure a positive and seamless experience.
- Continuous professional development to stay updated with emerging technologies and industry trends.
- Collaboration with cross-functional teams to foster efficient problem-solving and project delivery.
- Commitment to exceeding client expectations and aligning solutions with long-term business objectives.
- Proactive approach to identifying improvement opportunities and delivering personalized support tailored to client needs.

- Proficient in maximizing Google AdSense revenue and implementing advanced SEO strategies for enhanced online visibility.
- Adept at crafting and optimizing CRM websites across diverse platforms.
- Skilled in producing compelling articles and strategically building backlinks to improve site authority.
- Extensive experience in analyzing key performance indicators (KPIs) to refine and optimize digital marketing campaigns.
- Proficient in using Google Sheets for data analysis and collaborative project management.
- Developed automated reporting systems to improve efficiency and accuracy in decision-making processes.

● **VISA INFORMATION**

Visa Info

Visa Type: Tourist/Visit
Date of Issue: 05 July, 2024
Date of Expiration: 01 September, 2024

● **EDUCATION AND TRAINING**

2014 – 2019 Kathmandu, Nepal
BACHELOR OF COMPUTER SCIENCE & INFO TECHNOLOGY (BSC.CSIT) College of Applied Business

Address Bagmati Provincence, Chabahil, Kathmandu, 44500, Kathmandu, Nepal | **Website** <http://www.cab.edu.np/>

● **SKILLS**

SOFT SKILLS

- Adaptability
- Analytical Thinking
- Time Management
- Listening
- Interpersonal
- Organizational
- Communication
- Goal Oriented

● **DIGITAL SKILLS**

Microsoft Office (Microsoft) | Social Media Handling | Team Management Tools (Slack, Asana) | Ticketing Systems | CRM

● **LANGUAGE SKILLS**

Mother tongue(s): **NEPALI**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B1	B1	B2
HINDI	B2	B1	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user