



MAULIKATA RANA MAGAR

Personal Details

Nationality : Nepalese
Gender : Female
Address : Sheikh Zayed Rd - Al Barsha, Dubai
Status : Married
Contact: 0556310369
D.O.B : 1999/11/23
Language : Nepali, English, Hindi
Email : maulikatarana.1999@gmail.com
Passport no: 12222579
Issue Date: 19 Apr 2021
Expiry Date: 18 Apr 2031
Visa Status: Visit

Education

Padma Kanya Multiple College,
Bagbazar

Bachelor in Business Studies

Takshashila Academy, Samakhushi

Intermediate Level

July 2015 - September 2017

Takshashila Academy, Samakhushi

School Leaving Certificate

April 2014 - June 2015

Skills

- Customer Service Excellence
- Phone Etiquette
- Multitasking Abilities
- Scheduling and Appointment Management
- Problem-Solving
- Time Management
- Microsoft Office Proficiency
- Interpersonal Skills

Objective

Experienced individual with a background in administration, known for creating welcoming environments and strong organizational skills. Recognized for attention to detail and teamwork, eager to contribute to improving efficiency and customer experience in a dynamic workplace.

Experience

Front Office Associate

Sept 2016- Oct 2017

Thamel Eco Resort, Thamel

Managed the reception area, ensuring a welcoming and professional environment for all guests, handled check-ins and check-outs efficiently, addressed guest inquiries, and resolved any issues with a focus on customer satisfaction. Proficient in managing phone calls, scheduling appointments, and coordinating with various departments to maintain smooth operations. My ability to multitask and maintain composure under pressure contributed to a positive guest experience.

Front Desk Agent/Receptionist

Jan 2018 - June 2022

Nameru Trade Link Pvt.Ltd | Dhumbarai

Capable of handling customer interactions and resolving inquiries effectively, while also providing billing support and maintaining records. Proficient in front desk management and ensuring accuracy in accounts, ledgers, and attendance reports. Known for versatile and precise completion of assigned tasks.

Front Desk Officer/ Admin

July 2022 - Feb 2023

Hivelaya Digital Pvt.Ltd | Lalitpur

Served as the primary point of contact for visitors and clients, ensuring a professional and welcoming atmosphere. Responsibilities included managing the reception area, answering and directing phone calls, and handling correspondence. Coordinated office activities, scheduled appointments, and maintained office supplies. Provided administrative support to various departments, organized meetings, prepared reports, and assisted in basic accounting tasks. The role required strong organizational skills, attention to detail, and the ability to handle multiple tasks efficiently.

Barista trainee/employee

May 2023 - June 2024

Galaxy Training Institute | Bagbazar

Acquired proficiency in coffee brewing techniques and espresso preparation, juice blending and presentation skills, fundamental pizza making encompassing dough, toppings, and baking methods, and advanced latte art mastery with a focus on creating intricate designs and patterns.