



# PRATIK MALLA

## PROFILE

Results-driven Sales & Customer Service Professional with a BBA degree and hands-on experience in retail sales, customer engagement, and marketing. Adept at building client relationships, handling inquiries, and promoting products to increase sales revenue. A strong communicator with problem-solving skills, ensuring customer satisfaction and loyalty.

## WORK EXPERIENCE

### Sales representative

Adore Nepal / kathmandu / August, 2023 - December, 2023

- Assisted customers by understanding their needs, recommending products, and ensuring a positive buying experience.
- Managed and updated the logistics website for accurate product listings and seamless order processing.
- Monitored and ensured product quality to align with customer expectations and company standards.
- Resolved customer inquiries and complaints efficiently, building strong client relationships.
- Contributed to enhancing brand value through targeted promotions and market research initiatives

### Marketing and Customer service department Intern Himalayan Bank Limited, Lalitpur March- June 2023

- Handled customer interactions.
- Solved basic problems.
- Assisted in planning and executing marketing campaigns.
- Conducted door-to-door marketing.
- Collaborated with sales and product teams on marketing strategies.

### BNF Entertainment- Dubai, August- January 2024

- Managed event production, ensuring seamless execution aligned with company goals.
- Ensured seamless artist management during events and coordinated costume arrangements.
- Provided on-site supervision to ensure everything was set prior to performances and upon venue arrivals.
- Prepared detailed proposals and presentations to pitch creative event ideas and solutions to clients.
- Provided team support for office-based shoots and content creation activities.
- Assisted in constructing stages and setups to enhance audience experiences.
- Engaged in brainstorming sessions to improve event execution and client satisfaction.
- Collaborated with colleagues to complete tasks efficiently and meet deadlines.

## CONTACT

+971 050 748 6762

Pratikmalla2000@gmail.com

Dubai, UAE

<https://www.linkedin.com/in/pratik-malla-a706a4266/>

## EDUCATION

2018-2023

### DAV COLLEGE OF MANAGEMENT

- Bachelor of Business Administration
- GPA: 3.42 / 4.0

2024

### EMDI INSTITUTE

- Event Management & Experiential Marketing

## LICENSE

UAE Driving License

## LANGUAGES

- English
- Hindi
- Nepali

## SKILLS

- Teamwork
- Client Relationship Management
- Retail Sales & Customer Service
- Product Promotion & Upselling
- Inventory & Stock Management
- Microsoft Office word, excel, powerpoint.
- Effective Communication
- Sales Reporting & Target Achievement

## TRAINING/CERTIFICATIONS

### Advance Excel training

D.A.V College of Management

### Event Assistant - EMDI institute July 2024

- Developed proposals for event planning and execution.
- Compiled a detailed list of venue options, encompassing hotels and ballrooms.
- Conducted site visits to potential event venues.
- Coordinated with hotels regarding setup and logistical needs.
- Negotiated terms and conditions with vendors.
- Evaluated production sites to ensure suitability for events.
- Created detailed event flow plans.

### Corporate event of DAV college 2023

- Developed the event theme.
- Supervised the setup and decoration with the team.
- Managed backstage activities.
- Coordinated with venue management for performances and necessary resources.
- Reserved energy for my own performances, such as singing and dancing.

### Corporate sports event,DAV college-2022

- Organized the match schedules.
- Managed all teams according to their match timings.
- Coordinated and supervised volunteers.
- Ensured the availability of resources during matches.

## REFERENCE

### Ayesha Naeem

Emdi Institute

**Phone:** +971 55 240 5866

**Email :** aisha.naeem1214@gmail.com

### Manoj Khira

Competitive Edge LLC UAE

**Phone:** +971 52 838 2135

**Email :** manojkhira@hotmail.com