

**KSHETRI, KAZAL**

Dubai, United Arab Emirates

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kshetrikazal@gmail.com

## Personal Summary

Experienced and dedicated Customer service Receptionist/Admin. Officer and Office Secretary with 10 years of experience in delivering exceptional service and support. Proven ability to manage front desk operations, handle inquiries and maintain a welcoming environment for clients and visitors. Provide excellent customer service and builds relationships.

### A. Academic Qualifications & University or equivalent: -

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| --- | --- | --- | --- |
| **Name, Place and Country** | **Attended from /****To** | **Degree and Academic** **Distinctions Obtained**  | **Main courses of the study** |
| Tribhuvan UniversityKathmandu, Nepal | 2000-2003 | Bachelor in Arts(BA) | Sociology **(Incomplete)** |
| Tribhuvan UniversityKathmandu, Nepal | 1999- 2000 | Intermediate in Arts (IA) | Sociology and Population |
| Hermann Gmeiner SchoolSanothimi, Bhaktapur | 1998 | School Leaving Certificate(SLC) | Economics, Health |

### B. Training Attended:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Intuitions** | **Attended on** | **Certification**  | **Training Attended** |
| The Linkage New New Road, Kathmandu | April. 2001 toJuly.2001 | Basic Computer Course | MS-Word, MS-Excel, Email System, Internet System, Power Point etc |
| The New Era, Battishputali, Kathmandu  | Dec.2002 to Feb.2003 | Special Programmed in English | Tenses, All types of Letters, Communications etc |
| S.O.S Vocational Training Center, Pokhara | Aug. 2006 to Jan.2007 | Secretarial Management Course |  |

### D. Visited Countries:

**Bangkok & India**

### E. Languages:

**English -** Good ( Writing, Reading and Speaking)

**Hindi -** Excellent ( Writing, Reading and Speaking)

**Nepali -** Mother Tongue ( Writing, Reading and Speaking)

### F. Employment Records:

###  Heli Everest Pvt. Ltd

Designation : - Operation Officer

Duration : - 15 August to 26 November 2024

Address : - Tinkune, Kathmandu Nepal

**Roles and Responsibilities**

* Maintains records of aircraft activities during assigned shift.
* Keep records of each flights.
* Dealing with clients and visitors.
* Make permission letter for each flight and submit to concerns departments.
* Maintain a Duty roster of Employees.
* Handling emails, correspondence and file managements.
* Internal Communication, Managing Travel arrangement and Documentation

### B. Annapurna Helicopters Pvt. Ltd

Designation : - HR/OPS

Duration : - 2023 – 2024

Address : - Airport, Kathmandu Nepal

**Roles and Responsibilities**

* Greeting Visitors and Clients at reception.
* Phone, Emails, Calendar management
* Maintain Employees Records
* Storing information in paper and digital form.
* Dealing with queries on the phone and by email.
* File management, correspondence
* Communicating with customers, assisting executive managers
* Maintaining organized records and inputting data.
* Providing excellent customer service, maintain office supplies and manage inventory.

###  C. Royal Trilok Airlines Pvt. Ltd,

Designation : - Administration Officer

Duration : - 2021 - 2022

Address : - Sinamangal, Kathmandu Nepal

Status :- Closed

**Roles and Responsibilities**

* Phone, Emails, Calendar management
* Internal Communications
* Maintaining office equipment and office supplies
* Ensuring smooth office operations.
* Organize a filing system for important and confidential company documents
* Answer queries by employees and clients
* Maintain a company calendar and schedule appointments
* Managing diaries, scheduling meetings and booking rooms

### Mountain Helicopters Pvt. Ltd.

Designation : - Office Secretary

Duration : - 2009 - 2018

Address : - Sinamangal, Kathmandu Nepal

**Roles and Responsibilities**

* Welcome Visitors and Clients
* Answering phone calls and responds to emails
* Organizing and distributing message
* Prepare conference room for meetings
* Make travel arrangements for executives
* Print and copy documents as needed
* Manage Office supply inventory.
* Prioritizing workloads
* Handles emails, maintain filing system, prepare documents, schedule appointments
* Management of company files and documents

### SOS Children Village

Designation : - Office Secretary

Duration : - 2002 – 2003

Address : - Sanothimi -17, Bhaktapur, Nepal

**Roles and Responsibilities:**

* Answering calls, taking messages and handling correspondence.
* Maintaining diaries and arranging appointments
* Typing, preparing and collating reports.
* Filing
* Organising and servicing meetings.
* Prioritising workloads.
* Management of company files and documents

I, certify that these data correctly describe me, my qualifications, and experiences. I understand that any willful misstatement described herein may lead to my disqualification for the post.

**References**

Mr. Khagendra Nepal Bashudev Pokhrel

Village Director Compliance Officer

S.O.S Children Village Sanothimi, Bhaktapur Mesrkanloo International Exchange

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Mr. Ramchandra Bhusal Mr. Furba Gelje Sherpa

Admin. Manager Managing Director

Mountain Helicopters Pvt. Ltd, Sinamangal Heli Everest Pvt. Ltd., Tinkune

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Regards

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