

Sulochana Basnet

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Bhaktapur, Nepal

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PROFESSIONAL SUMMARY

A motivated girl with a degree certificate in Bachelor of Computer and Information Systems (IT), always wanted to work hard in any field I engaged in. Experienced working in a call center as a customer service representative of national company NCELL, dealing with national and international customers to solve related problems and queries they want, and with documentation and front-end internship on Microcode Technologies Pvt LTD and recently worked as Business Development Officer and a Project Manager on RankMeTop Pvt. Ltd. and Falcha Tech Pvt. Ltd. [SEO Agency]

KEY COMPETENCIES

Process improvement	Report writing and presenting	Proactive and self-motivated
Data-driven strategic planning	communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Business Development Executive | Falcha Tech Pvt. Ltd. | Nepal **April 2024 - Present**

- Seeking clients on various platforms, i.e., cold email, Upwork, and local markets via cold calls and emails
- Lead generation across multiple platforms
- Managing clients: from onboarding to managing them on ClickUp, Asana, and Slack.

Business Development Officer | RankMeTop Pvt. Ltd. | Nepal **April 2023 - March 2024**

- Driving the growth of our client base and expanding market reach.
- Identifying and targeting potential clients, conducting market research, and developing strategic business plans.
- Built and maintained client relationships, delivering tailored SEO solutions to meet their needs.
- My role also involved creating proposals, negotiating contracts, and collaborating with the marketing team to align our services with market demands.

Documentation and Front-end Developer | Microcode Technologies **March 2022 - Sept 2022**

- Internship

Customer Assistant | RollingPlans Pvt. Ltd. (NCELL) | Nepal **Feb 2018 - Sep 2018**

- Handling customer inquiries, resolving issues, and providing information about our products and services.
- Assisted with billing inquiries, technical troubleshooting, and account management, maintaining a high level of professionalism and empathy.
- My role required strong communication skills, problem-solving abilities, and a customer-centric approach to ensure a positive experience for all clients.

Receptionist | Diana Edu. Consultancy | Kathmandu, Nepal **Jan 2017- Jan 2018**

- My primary responsibilities included welcoming clients, managing phone calls, and scheduling appointments.
- Provided information about educational services, and maintained a clean and organized reception area.
- Assisted with administrative tasks such as data entry and filing.

EDUCATION & CERTIFICATIONS

Bachelor in Computer and Information System

Majors: Computer System and Management Field
Medhavi College , Pokhara University
Jan 2019 - Dec 2024

Higher Secondary School Degree

Himalaya VidhyaMandir
June 2015 - Aug 2017

School Leaving Certificate

Hanumanteshwor Higher SecondarySchool
Jan 2003 - March 2015

EXTRACURRICULAR ACTIVITIES

Spelling Bee
Cricket
Futsal
Table Tennis
Volley Ball