

I am a highly motivated professional with a strong work ethic, dedicated to achieving excellence and organizational goals. Skilled at thriving under pressure, I deliver efficient results in challenging environments with unwavering determination and commitment.

Work Experience

Admin Jul 2021 - Present  
Mini Land Secondary School | Teku, Kathmandu

(Successfully coordinated daily operations, ensuring a positive and productive school environment for students, staff, and faculty. Led and implemented school-wide initiatives for student engagement, safety, and staff development.)

- Address and resolve conflicts, disciplinary matters, and concerns from students, parents, and staff.
- Develop and implement policies, procedures, and strategies to enhance educational outcomes and operational efficiency.
- Oversee and manage daily school operations, including scheduling, resource allocation, and staff coordination.
- Utilize data and reporting tools to track academic progress, attendance, and operational performance for informed decision-making.

Supervisor Jul 2021 - Nov 2023  
Mero Cafe & Hookah Lounge | Kalanki, Kathmandu

(Coordinated scheduling, inventory management, and staff training, ensuring smooth workflow and compliance with health and safety standards. Resolved customer concerns promptly, maintaining a satisfaction rate of 8%.)

- Supervised and coordinated the activities of café staff to ensure high-quality customer service and efficient operations.
- Managed cash handling, daily sales reconciliation, and reporting to ensure accuracy in financial transactions.
- Handled customer inquiries, complaints, and feedback to resolve issues and enhance customer satisfaction.
- Collaborated with management to set goals, track performance, and implement improvements in service, product quality, and efficiency.

Cashier Sep 2020 - Jul 2021  
Lillie Bakery | Teku, Kathmandu

(Delivered exceptional customer service in a fast-paced retail environment, handling transactions efficiently and accurately. Processed cash, credit, and digital payments while maintaining a balanced cash drawer with a 98% accuracy rate.)

- Greet customers warmly and assist with inquiries to ensure a positive shopping experience.
- Issue receipts, refunds, or exchanges in accordance with company policies.
- Assist in maintaining stock levels at the checkout area, such as bags, gift cards, and promotional materials.
- Handle and balance cash drawers at the beginning and end of shifts, ensuring accurate reporting of sales transactions.

Volunteer Experience

Nepali Translator Feb 2023 - Present  
Soutiens d'Avenir

- Supported cultural understanding by ensuring translations captured context, nuances, and local sensitivities.
- Facilitated effective communication by translating documents and verbal communications from Nepali to English and vice versa for diverse projects.

## Core Skills

Leadership, Time Management, Communication, Computer Skills, MS-Office, Problem-solving

## Education

<b>Ratna</b>	Nov 2022 - Present
<b>Bachelor Degree</b> Bachelors in Social Works	
<b>Heartland Academy</b>	Aug 2019 - Jun 2021
<b>High School Diploma or Equivalent</b> Computer Science GPA 2.71	

## Awards

<b>Extraordinary Service</b>	Apr 2023
<i>Mini Land Secondary School</i>	
Recognized for extraordinary service and exceptional dedication to service, exceeding expectations to deliver outstanding results.	

## Certificates

<b>90Hrs Professional Accounting Training</b>	Oct 2023
<i>Broadway Infosys</i>	
<b>Data analysis: visualizations in Excel</b>	Jul 2024
<i>The Open University</i>	
<b>Google Analytics Certification</b>	Mar 2024
<i>Google</i>	