



Nilam Nagarkoti

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PERSONAL DETAILS:

- Nationality: Nepal
- Sex: Female
- Marital Status: Single
- Date of Birth: 13 Nov- 1990

PASSPORT DETAILS:

- Passport No: 05462316
- Place of issue: Nepal
- Date of issue: 22-12-2020
- Date of expiry: 21-12-2030

LANGUAGE KNOWN:

- English
- Nepali (Native language)
- Hindi

DRIVING LICENSE DETAILS:

- License No: 4047098
- Place of Issue: Dubai
- Issue Date: 17/09/2020
- Expiry Date: 17/09/2022

EDUCATIONAL QUALIFICATION:

- Bachelor's in Business Statistics in 2015. From Hetauda school of Management, Tribhuvan University, Kathmandu, Nepal.
- Higher Secondary in 2010. From Hetauda school of Management, HSEB Board Nepal.
- School Leaving Certificate in 2007. From Shree Adhunik Rastriya M.V. School.

OBJECTIVES:

To utilize further my potentials and maximize my abilities in very endeavor and to contribute not only for the betterment of the organization may belong to be in important and useful asset and tool in the quest for important, development and growth.

RESPONSIBILITIES:

Ready to take any challenging job under any atmospheric condition and earn the satisfaction of my superiors. And to maintain a good & professional relationship throughout my career.

WORK EXPERIENCES:

CUPOLA TELESERVICE LLC
CALL CENTER REPRESENTATIVE,
Out Source City, Dubai, and U.A.E. From 2018 Jan.



CAMPAIGNS:

- Agthia (Al Ain Food&Beverage)
- Landmark Leisure
- Food Mark
- Brother's Gas
- Gulf Gas
- Sadia
- Savills
- Continental Real Estate
- Select Group
- Dar Al Arkan

DUTIES AND RESPONSIBILITIES:

- Senior agent handling in-bound and out-bound calls.
- Providing the correct information to the customer's inquiry.
- Helping and providing training for new agents to achieve the quality score on call and customer satisfaction.
- Handling mobile application requests, complaints and trouble shoot. Also managing chat box (ZEN DESK).
- Data recording of every customer's call on CRM according to the administrative guidelines.

DUMA SAFE BABY PROOFING L.L.C.
BUSINESS DEVELOPMENT OFFICER
Business bay, Dubai, U.A.E. (March 2017- July 2017)



- To evaluate and study the position of the identified prospects in the industry

PERSONNEL SKILLS:

- Self-motivated, creative and ambitious.
- Honest and hardworking.
- Quick learner.
- Communication skill.
- Presentation skills.
- Time management.
- Computer literate.

HOBBIES:

- Painting
- Sketching
- Music
- Cooking
- Travelling

- To study the current market trends for a product and identify improvements.
 - To analyze the competition brand closely.
 - To be able to work with a team and achieve the desired results.
- To build business through recognizing prospects and selling to them.
- To provide proper information, guidance and support to the clients hence enhancing the relationships.
- To research about different sales options and analyzing them.
- To recommend solutions to any problems faced by the clients.

ESTEC TECHNICAL SOLUTION L.L.C.
RECEPTIONIST/ADMIN
AL Quoz, Dubai, U.A.E. (Dec 2015-Mrch 2017



- Answer the incoming call. And assisting the customers for their inquiries.
 - Welcome and greet the visitor.
- Recording monthly attendance and leaves of the staffs.
 - Provide general administrative and clerical support including mailing, scanning, faxing and copying to management.
- Maintain electronic and hard copy.

DECLERATIONS:

If given a chance to serve you I shall deliver my duties at the best of my ability. I am looking forward to your favorable consideration by granting me an interview at your earliest convenience.