

## **NITESH THAPA**

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## **PROFESSIONAL SUMMARY**

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Knowledgeable and dedicated customer service professional with extensive experience in Administration and Customer Service industry. Solid team player with an outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialise in quality, speed, and process optimization. Articulate, energetic, and result-oriented with exemplary passion for developing relationships, cultivating partnerships, and growing businesses.

## **WORK EXPERIENCE**

### **Customer Service Representative**

Matter home Café and Restaurant - Dharamsala, India

Jan 2018 – Mar 2020

- Maintained customer satisfaction with forward-thinking strategies and focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Regularly exceeded daily sales and product add-on quotas.
- Communicated with vendors regarding backorder availability, future inventory and special orders.
- Operated cash register for cash, cheque and credit card transactions with excellent accuracy levels.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Worked flexible schedule and extra shifts to meet business needs.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Trained new personnel regarding restaurant operations, policies and services.

### **Administrative Assistant, Security**

Indian Army – Shimla, India

Jan 2001 – Dec 2017

- Coordinated and maintained impressive office organization to keep facilities efficient, organised and professional.
- Proofread and edited professional business documents prior to release and request for approval.

- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customers requirement.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Generated reports and typed letters in words and prepared PowerPoint presentations for organisational purposes.
- Good knowledge of Windows OS, Microsoft office suite and installation of software.
- Monitored supervisor's work calendar, scheduled appointments, meetings and travel.
- Monitored premises, screened visitors updated logs and issued passes to maintain security.

## **EDUCATION**

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- MBA in Finance from Sikkim Manipal University- DE, Gangtok, Sikkim. (2017)
- Bachelor of Arts degree from Shimla University, HP. (2009)
- 12<sup>th</sup> from DAV Public School, Yol, HP. (2000)
- 10<sup>th</sup> from Kendriya Vidhyalaya, Yol, HP. (1997)

## **PROFESSIONAL SKILLS**

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- Ability to disseminate concepts into understandable ideas in both written and verbal communication.
- Focused and driven to always meet deadlines and targets as required.
- Highly motivated to adapt in any circumstances over highly paced environment.

## **TECHNICAL SKILLS**

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- Proficient in computer operating software and application (Microsoft office suit).
- Internet accessing, Google drive, email, zoom and social media.
- Driving skills (Car & Bike) since 2008 and having valid Indian driving license.

## **LANGUAGE COMPETENCIES**

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- Hindi, Nepali and Himachali.
- English : Fluent (Speaking, Reading and Writing)