

ABHISHEK KUMAR DUTTA

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VISIT VISA EXPIRE ON 10TH JULY 2023.



CAREER OBJECTIVES:

I am highly-motivated conscientious, and competent collaborator who possesses in- depth knowledge and expertise within this industry. With a proven track record of achievement, I can bring positivity, support and a creative mindset to any team. I pride myself on taking ownership of challenging problem, maintaining high standards, and assisting my employer in achieving their commercial objectives. Within desires and passion for continuous professional development, I am confident, I can add a value to your organization by always ensuring your customer and clients receive the best service possible. with more than 3 years of experience in similar roles, I can be relied upon to deliver everything that I set out to achieve, whilst always seeking ways to help my employee grow, and save them money at the same time.

ACADEMIC QUALIFICATION/ACADEMIA:

Degree	Board/University	Year	Division/Percentage
School Leaving Certificate (SLC)	Government of Nepal	2014	66.38%
Intermediate in Commerce (+2)	Higher Secondary Education Board (H.S.E.B.), Nepal	2016	51.70%
Bachelors of Business Administration (BBA)	Sikkim Manipal University (S.M.U.), India	2022	6.21 CGPA

IT SKILLS:

📌 MS Excel, MS Office, MS Word, MS PowerPoint, MS Outlook, Internet, Multimedia, E-Mail, Tally.

WORK EXPERIENCE:

Customer Service Representative as (Receptionist)- NMB Bank- Janakpur, Nepal. (JAN-2022/ DEC-2022)

- Handling frontline customer queries related to demat account.
- Preparing and verifying withdrawal slip of customer before sending for final payment.
- Assist customers in opening new accounts, resolving their queries related to the same.
- Preparing cheques and maintain register while taking debit and credit cards.
- Answering and forwarding phones calls.

N.K. Enterprises as (Administrative Assistant)-Patna, India. (JAN-2019 /DEC-2021)

- Preparing, organizing and storing information in paper and digital form.
- Updating computer records using a database.
- Managing dairies, schedule meetings and booking rooms.
- Arranging travel and accommodation.
- Maintaining office systems.

Mithila Departmental Stores as (Cashier)- Hyper Market- Janakpur, Nepal. (JAN-2016/ DEC-2018)

- Manage transactions with customers using cash register.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Handle merchandise return and exchange.
- Issue receipt, refunds change or tickets.

LANGUAGES KNOWN:

Language	Read	Write	Speak	Understand
1.Nepali	✓	✓	✓	✓
2.English	✓	✓	✓	✓
3.Hindi	✓	✓	✓	✓

KEY SKILLS AND ABILITIES:

- Customer focuses and able to represent your brand in a positive manner.
- Self-motivated and fast learner.
- An excellent team worker who is supportive of others.
- Strong communication and interpersonal skills.
- A good listener and someone who wants to continually learn and improve.
- Supportive of my manager and supervisors.
- Flexible, adoptable and willing to work additional hours when needed.
- A strong collaborator who always puts the needs of a team first.

HOBBIES AND INTERESTS:

- I enjoy walking, spending times with my family, reading, listening to music, keeping fit, watching films and socializing with my friends. I continue to seek ways to improve and develop both personality and professionally and I enjoy reading as part of that process.

TRAINING/CERTIFICATES:

- ❖ Diploma in Financial Accounting Janakpur, Nepal.
- ❖ Industrial Training J&K Bank Shreenagar, India.

AWARDS AND ACHEIVEMENTS:

- 🏆 Awarded man of the match while playing cricket from the school team.
- 🏆 Gaining strong grades.
- 🏆 Won competitions.
- 🏆 Come up with new ideas that improved things.
- 🏆 Got scholarships in high school.

PERSONAL DOSSIER:

Name: Abhishek Kumar Dutta

Date of Birth: 1998/01/20

Religion: Hindu

Gender: Male

Marital Status: Un-Married

Nationality: Nepali

Passport No: PA1447613

Address: Bur Dubai, Dubai, United Arab Emirates (UAE)

DECLARATION:

I hereby declare that all the information furnished above are true and correct to the best of my knowledge and behalf.

Regards: Abhishek Kumar Dutta.