



# BHAVILAL BASNET

BRANCH SUPERVISOR



Umm Salal Ali, Doha, Qatar



+974-66274370



bhavibasnet@gmail.com

## ABOUT ME

Committed and seasoned Branch Supervisor with ten years of proficiency in the exchange house sector. Proven track record in streamlining branch operations, guaranteeing compliance, and providing outstanding customer service. Eager to take on a challenging leadership position where I can apply my abilities in team management, operational efficiency enhancement, and contribute to the continual success of the company. Enthusiastic about the prospect of joining the team and making a positive and meaningful impact.

## SKILLS

CUSTOMER SERVICE

OPERATIONAL MANAGEMENT

SALES AND MARKETING

COMMUNICATION

## LANGUAGES

NEPALI

ENGLISH

HINDI

BENGALI

ARABIC

## PERSONAL DETAILS

Date of birth  
23-01-1992

Nationality  
Nepali

Marital status  
Married

## LINKS

LinkedIn:  
<http://www.linkedin.com/in/bhavibasnet>

## REFERENCES

HAZMAR BISHRUL  
Trust Exchange Co.W.L.L  
T: +974-55411093  
E: hazmar.bishrul@trustexchange.qa

## WORK EXPERIENCE

TRUST EXCHANGE  
CO. W.L.L  
May 2023 - Present

### Branch Supervisor

Key Responsibilities are:  
**Leadership:**  
Proven ability to lead and motivate teams to achieve operational excellence.  
**Operational Management:**  
Strong skills in overseeing day-to-day branch operations and ensuring adherence to company policies and regulatory  
**Customer Service:**  
Exceptional customer service skills with a focus on enhancing the customer experience.  
Ability to address customer inquiries, concerns, and complaints effectively.  
**Sales and Marketing:**  
Demonstrated success in promoting company products and services to achieve sales targets.  
Experience in implementing marketing strategies to attract and retain customers.  
**Communication & Problem-Solving:**  
Excellent communication skills, both verbal and written, for effective interaction with team members, customers, and higher management.  
Ability to articulate complex information clearly.  
Strong analytical and problem-solving skills with a track record of implementing effective solutions to challenges.

TRUST EXCHANGE  
CO . W.L.L  
Oct 2017 - Apr 2023

### Assistant Branch Supervisor

TRUST EXCHANGE  
CO.W.L.L  
Jan 2013 - Sep 2017

### Front Line Associate

## EDUCATION

MANIPAL  
UNIVERSITY  
2022

### BBA

SHREE KRISHNA  
SANSKRIT AND  
GENERAL HIGHER  
SECONDARY  
SCHOOL  
Birendranagar, Surkhet  
Nepal  
2012

### High school diploma

## COURSES

TRUST EXCHANGE  
CO.W.L.L  
May 2022

### Advanced AML/CFT Course

TRUST EXCHANGE CO  
Jan 2019 - Mar 2019

### Branch Operations Course

TRUST EXCHANGE  
CO.W.L.  
Mar 2020

### Marketing's Sales and Customer Service

## EXTRA-CURRICULAR ACTIVITIES

TRUST EXCHANGE  
CO.W.L.L  
Sep 2023

### Data- Quality ,Products Knowledge and Services

Trainer of Data Quality and Products knowledge and services of Trust Exchange Co.