

Shekhar Ghimire

Customer Service Executive | Banker | Cashier

Email: shekharghimire27@gmail.com

Phone number: 971-0506329013

Address: Abu Dhabi UAE (Hamdan Street)

LinkedIn: [linkedin.com/in/shekhar-ghimire-694848221](https://www.linkedin.com/in/shekhar-ghimire-694848221)

Summary

Versatile professional with five years of experience in the banking and customer service sectors, proven expertise in financial reporting, account reconciliation, and maintaining accurate financial records. Skilled in assisting with budgeting, tax preparation, and month-end/year-end closing processes. Adept at managing office operations, client relationships, cash handling and delivering exceptional customer service.

Skills

- Accuracy in data entry
- Customer handling
- Effective communication
- Accounting principles
- Reporting
- Cash Handling
- Record Management
- Petty Cash Handling
- Bank Reconciliation
- Payroll Management
- Vat Payment
- Team Work

Professional Experience

1. Joyalukkas Exchange, Abu Dhabi UAE

Aug 2024 – Present

Customer Service Executive

- Handled over 40 daily remittance and foreign exchange transactions with 99% accuracy.
- Improved cash reconciliation processes, reducing variances by 30% within six months.
- Provided excellent service to more than 50 customers daily, increasing satisfaction by 15%.
- Streamlined operations, reducing average transaction time by 1 minutes per customer.
- Managed daily cash operations with zero shortages or excesses.
- Delivered accurate and compliant payroll services to customers.

2. Kumari Bank Ltd, Nepal

May 2020 – April 2023

Senior Assistant (Credit Relationship Officer)

- Built and maintained strong client relationships.
- Managed a portfolio of clients, achieving 110% of annual sales targets.
- Acquired 2 high-value clients.
- Promoted financial products, boosting revenue by 15% through cross-selling.
- Resolved 75% of client issues, enhancing customer satisfaction.
- Streamlined onboarding processes, reducing turnover.
- Conducted creditworthiness assessments by analyzing financial statements.
- Assisted in the promotion of Credit Card and QR code services.

3. Sunrise Bank Ltd, Nepal

May 2018 – March 2020

Junior Assistant (Operation Department/Customer Service)

- Assisted customers with inquiries, processed transactions, and resolved issues
- Promoted and cross-sold bank products, achieving 120% of sales targets and contributing to 15% boost in product sales.
- Handled 100+ daily transactions with 99% accuracy, ensuring smooth operations.
- Reduced customer waiting times and enhancing branch efficiency and overall service delivery.

Education:

- **Master of Business Studies (MBS)**, Tribhuvan University, Nepal | 2023 | GPA: 3.10
- **Bachelor of Business Studies (BBS)**, Tribhuvan University, Nepal | 2016 | 43.07%

Knowledge of Software:

- **Microsoft Word:** Proficient in document creation, formatting, and editing.
- **Microsoft Excel:** Advanced skills in data analysis, pivot tables, vlookup, xlookup, Index & Match, Filter, Slicer and financial modeling.
- **Microsoft PowerPoint:** Experienced in creating presentations with custom designs, charts, and multimedia.
- **Microsoft Outlook:** Proficient in email management, calendar scheduling, and communication tools.
- **Tally ERP:** Skilled in bookkeeping, accounting, and financial reporting using Tally software.
- **Bower BI:** Basic knowledge of Power BI for data presentation and visualization.

Certifications & Training:

- **Accounting Tally-Skill Boost Training Center**, Abu Dhabi, UAE-2024
- **Anti-Fraud Awareness and Work Ethics-** Joyalukkas Exchange-2024
- **Counterfeit Currency Detection and Reporting-** Joyalukkas Exchange-2024
- **AML & CFT Compliance** – Joyalukkas Exchange-2024- NBI | Sept 2022
- **Excellence in Customer Service** – Sunrise Bank Ltd. | Oct 2018
- **Diploma in Information Technology** – Leeds Int'l Education Network | June 2015
- **Accounting (Tally)** – Leeds Int'l Education Network | June 2015

Languages:

- Nepali (Fluent)
- English (Fluent)
- Hindi(Fluent)

Personal Details:

- Nationality: Nepali
- Date of Birth: Sept 12, 1993
- Marital Status: Unmarried
- Passport No.: 09362840