

## CONTACT

 Bhaktapur , Lokanthali

## EDUCATION

### +2 in management

+2 in management Sagarmatha higer secondary school college / Dhankuta / January, 2018 - January, 2021

### Bachlor in Information Technology(BIT)

Phoenix College of Management / November, 2023 - Present

## SKILLS

- Communication skills - Expert
- Computer Skills - Expert
- Video editing - Expert
- Web Development(HTML,CSS, - Skillful
- Programming - Beginner

## LANGUAGE

Nepali

Hindi

English

# Madan Dahal

I am Madan Dahal,Energetic professional with a solid foundation in auditing and financial analysis gained from 6 months in an audit firm. Experienced in delivering exceptional customer service and managing client relationships currently as a Customer Service Representative in SUBISU. Completed a comprehensive web design program mastering HTML, CSS, and Figma. I am a dedicated and ambitious professional, always seeking opportunities to enhance my knowledge and skills.

## ACHIEVEMENTS

### CSR

1. Received multiple positive feedback from clients for providing exceptional customer service and resolving their concerns effectively.
2. Successfully managed a high volume of customer inquiries, consistently meeting or exceeding response time targets.
3. Played a key role in improving overall customer satisfaction by implementing a new feedback system and addressing customer issues in a timely manner.
4. Developed and implemented a streamlined process for tracking and resolving customer complaints, resulting in a significant reduction in unresolved issues.

## EXPERIENCE

### CSR

SUBISU / Kathmandu,Balwatar / July, 2023 - Present

I gained valuable experience working as a Customer Service Representative (CSR) at SUBISU during this duration. In this role, I was responsible for assisting customers with their inquiries, concerns, and providing excellent support. I effectively handled a wide range of customer issues, including product complaints, billing inquiries, and service requests. Utilizing exceptional communication and problem-solving skills, I ensured customer satisfaction by providing accurate information and efficiently resolving their concerns.

## TRAINING/CERTIFICATIONS

### Web Development (HTML,CSS,FIGMA)

AlphaTeds / 2024

Mastered Web desgin with HTML,CSS, and Figma conducted from 9th january,2024 to 7th april 2024 at phoenix college of management and technology in association with AlphaTeds Technology Pvt. Ltd

Certificate No - 1007

<https://alphateds.com/training-program/> you can verify my certificate here.

