



## SIRJANA GELAL

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LANGUAGES: HINDI, NEPALI, ENGLISH, MAITHILI

### OBJECTIVE

Motivated and detail-oriented professional with extensive experience in administrative operations, case management, and client relations. Seeking a challenging role where I can leverage my skills in office management, communication, and problem-solving to contribute to organizational efficiency and client satisfaction. My goal is to foster growth and excellence within a dynamic and collaborative work environment.

### EXPERIENCE

**(2019-2021)**

**SALES EXECUTIVE, PRAN GROUP OF COMPANY**

- Maintain accurate records of sales activities, client interactions, and revenue generation.
- Prepare and submit sales reports to management.
- Gather customer feedback to improve products, services, and marketing approaches.
- Identify new business opportunities and suggest strategies for business growth.
- Research market trends, competitor activities, and customer preferences.
- promote and sell company products or services to achieve sales targets.

**(2021-2022)**

**ADMIN OFFICER, TARANGINI FOUNDATION**

- Managed daily administrative tasks, including document preparation, data entry, and filing systems.
- Coordinated meetings, conferences, and travel arrangements for senior management.
- Maintained office supplies inventory and placed orders when necessary, ensuring cost-effectiveness.
- Assisted in developing and implementing administrative policies and procedures.
- Handled confidential information with discretion and maintained data security protocols.
- Provided comprehensive administrative support to department managers and staff.

**(MAY 2022–2023)**

**PSYCHOSOCIAL COUNSELOR / CASE MANAGEMENT OFFICER, CHANGE ACTION NEPAL**

- Conducted individual counselling sessions to address emotional, psychological, and behavioural concerns.
- Designed personalized treatment plans based on clients' needs.
- Provided crisis intervention and support for clients experiencing acute distress.
- Documented client progress and maintained confidential records.

**(2023–PRESENT)**

**SALES EXECUTIVE, NEPAL CAN MOVE COURIER COMPANY**

- Acted as the primary contact for clients, addressing queries and resolving complaints promptly.
- Built and maintained long-term relationships with clients to foster trust and loyalty.
- Contributed to achieving revenue and sales targets.

**(2019-2021)**

**SALES EXECUTIVE, NEPAL CAN MOVE COURIER COMPANY**

## **EDUCATION**

- **10th Grade:** Shree Pashupati Higher Secondary School, Lahan, Siraha, Nepal
- **+2 in Humanities:** J.S. Murarka Multiple Campus, Lahan, Siraha, Nepal
- **Bachelor's in Education:** J.S. Murarka, Tribhuvan University, Nepal

### **Key Skills**

- Office Management
- Document Management
- Time Management & Multitasking
- Attention to Detail
- Communication Skills (Verbal & Written)
- Problem-Solving Abilities
- Proficient in MS Office (Word, Excel, PowerPoint, Canva)
- Event Coordination & Planning
- Psychosocial Counseling Techniques
- Case Management & Client Support

## **ADDITIONAL SKILLS**

- Strong interpersonal and communication skills.
- Knowledge of ethical guidelines and legal requirements in counseling.
- Excellent organizational skills and the ability to manage multiple priorities.
- Proactive and adaptable under pressure.

## **TRAININGS**

- Case Management and Documentation Training
- Feminist Mentoring Training
- Nonviolent Communication (NVC) Training
- Psychosocial Counseling Training
- Beekeeping Training