

RAJAN THAPA

Personal details



RAJAN THAPA



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Chyasal-9, Nepal
44700 Lalitpur

Skills

Relationship Building and Management ●●●●●

Compliance, Banking Laws and Regulations ●●●●●

Consumer Banking Specialist ●●●●●

Languages

English ●●●●●

Nepali ●●●●●

Hindi ●●●●●

Hobbies

■ Sports

■ Dance

■ Singing

Profile

Organized and experienced proficient in time management providing professional and courteous customer service with high levels of integrity and accuracy. Experienced in cash handling, balancing drawers, loan processing and inventory management.

Education

Master's Degree in Business Studies 2020 - 2022
Patan Multiple Campus, Lalitpur

Bachelors of Business Administration 2014 - 2018
Patan Multiple Campus, Lalitpur

Employment

Junior Assistant Sep 2019 - Feb 2024
Global IME Bank Limited, Lalitpur

- Answered customer inquiries regarding account balances, transaction history, services charges, and interest rates.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Learned about customer's financial needs, established trust, and optimized sales opportunities resulting in quality customer service.
- Processed customer transactions promptly, minimizing wait times.