



Laxman Gole

Jr. Operation Officer

CONTACT

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AWARDS

Mr. Fresher

Nepal Commerce Campus / 2020 /
Kathmandu

Awarded for Public Speaking and
Mass Communication

SKILLS

- Customer Service & Client Relations
- Financial Transactions & Cash Handling
- Billing, Invoicing & Payment Processing
- Complaint Resolution & Problem-Solving
- Logistics Coordination & Operations Management
- Administrative Support & Documentation

SUMMARY

Experienced Customer Care Executive with a strong banking background, adept at handling transactions, resolving financial inquiries, and ensuring compliance with banking policies. Skilled in client support, operations, and administrative coordination. Seeking an opportunity in an exchange company to apply my banking expertise and enhance customer service efficiency.

EDUCATION

Bachelor Of Information Management

Nepal Commerce Campus / Kathmandu / May, 2020 - August, 2024

WORK EXPERIENCE

Jr. operation officer

Pick and Drop / kathmandu / March, 2023 - March, 2025

- Managed daily administrative operations.
- Coordinated logistics, deliveries, and pickups.
- Maintained records of shipments and inventory.
- Assisted with reports and office correspondence.
- Communicated with clients and vendors.
- Ensured compliance with policies and regulations.

Customer Service Representative

kantipur management / Lalitpur / February, 2020 - March, 2023

- Resolved queries and complaints.
- Assisted with billing and technical issues.
- Maintained accurate records.
- Ensured satisfaction and met targets.
- Promoted products and upselling

Customer Care

Everest Bank / kathmandu / February, 2017 - March, 2019

- Assisted with account queries and transactions.
- Provided information on banking products.
- Resolved customer complaints efficiently.
- Processed forms and account updates accurately.
- Ensured compliance with banking policies.
- Maintained high customer satisfaction.

TRAINING/CERTIFICATIONS

Quality assurance

TechAxis , 2024

- Completed 2.5 months of intensive QA training.
- Gained expertise in manual and automation testing.
- Proficient in Selenium with Java for test automation.
- Skilled in test case design, execution, and bug tracking.
- Hands-on experience in developing test automation frameworks.

- Regulatory Compliance & Risk Awareness
- IT Support & Troubleshooting
- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- Sales & Upselling Techniques
- Data Entry & Record-Keeping
- Time Management & Organizational Skills
- Quick Learner with Strong Adaptability

LANGUAGE

English

Hindi

Graphic Design

New magnolia Language and computer institute , 2020

- Completed graphic design training with practical experience.
- Gained a strong understanding of design principles and color theory.
- Hands-on experience with Adobe Photoshop and Illustrator.
- Eager to apply creative skills to real-world projects.
- Aims to create impactful and effective visual designs