



# Rachana Chhetri

ADMINISTRATIVE PROFESSIONAL

## Personal Details

Abudhabi, Hamdan street , Behind Al Ahalia Hospital, UAE

055 - 393 5883

rachanachhetri13@gmail.com

### DATE OF BIRTH

26-Apr, 1997

### MARITAL STATUS

Married

### PLACE OF BIRTH

Nepal

### NATIONALITY

Nepalese

### VISA STATUS

Family visa

## Skills

Core Banking Software (Finacle, Pumori)

Software used in Annapurna Surgical (Swostik)

MS WORD

MS EXCEL

Inventory Management Software

Billing Software

Outlook

CRM Software

Logistics Software

POS systems

## Professional Summary

Versatile and results-driven professional with over 5 years of proven experience in banking and business operations. Spent 3.5 years at Prabhu Bank, one of Nepal's leading A-class commercial banks, excelling in cash handling, customer relationship management, financial transactions, and strict adherence to KYC/AML compliance. Further strengthened my operational and administrative skills during nearly 2 years as an Operations Coordinator at Annapurna Surgical, where I managed cross-functional tasks, vendor coordination, and process optimization. Known for being detail-oriented, service-focused, and adaptable, with a strong ability to deliver under pressure and contribute to organizational success in dynamic, fast-paced environments.

## Employment History

### Junior Assistant, Prabhu Bank, Nepal

11/2019 - 06/2023

- Provided excellent customer service by assisting clients with banking transactions, inquiries, and account management.
- Processed cash deposits, withdrawals, fund transfers, and cheque clearances accurately as a teller.
- Ensured compliance with bank policies, security protocols, and financial regulations.
- Assisted customers with digital banking services, loan applications, and account opening procedures.
- Handled customer complaints and resolved issues efficiently to maintain client satisfaction.
- Maintained accurate records of daily transactions and prepared reports for reconciliation.

### Operations Coordinator, Annapurna Surgical Pvt Ltd, Nepal

07/2023 - 02/2025

- Managed sales and customer service, handling inquiries, orders, and client relationships.
- Oversaw inventory and stock management, ensuring product availability and quality control.
- Processed billing and accounts, including invoice generation and payment tracking.
- Coordinated logistics and delivery, ensuring timely order fulfillment.
- Maintained accurate records, documentation, and compliance with medical supply regulations.
- Assisted in daily administrative tasks to support smooth office operations.

## Education

### BBA - BI, Pokhara University, Pokhara

01/2018 - 01/2018

Graduated with a score of 65.61%.

### +2, Diamond Higher Secondary School, Nepal

01/2014 - 01/2014

Graduated with a score of 50.90%.

### School, Diamond Higher Secondary School, Nepal

01/2012 - 01/2012

Graduated with a score of 70.13%.