Aayush Shrestha

Customer Service Executive

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PROFILE

Customer service executive with three years in telecom support and international BPO in Kathmandu. Handles around 90 calls a day with 86% first-call resolution and a 4.6 out of 5 satisfaction score. Works in Nepali and fluent English, across voice, chat and email, on rotating shifts including nights.

EXPERIENCE

Customer Service Executive — Baishakh 2081 – Present
International BPO · Kathmandu

- Handle around 90 inbound calls a day for an overseas e-commerce client
- Maintain 86% first-call resolution and a 4.6/5 customer satisfaction score
- Log and escalate tickets in Zendesk within the client's service-level targets
- Work a rotating shift pattern including night shifts for US time zones

Customer Care Representative — Shrawan 2079 – Chaitra 2080
Internet service provider · Kathmandu

- Resolved connection and billing complaints by phone and Facebook chat
- Guided customers through router setup and basic troubleshooting remotely
- Reduced repeat complaints in a zone by flagging a recurring fibre fault to the field team

SKILLS

Inbound call handling · Complaint resolution · Zendesk / ticketing · Chat and email support · English typing — 50 wpm

EDUCATION

Bachelor of Business Studies (BBS) — 2075 – 2079
Tribhuvan University affiliated campus · Kathmandu

LANGUAGES

Nepali	Native
English	Fluent
Hindi	Professional

CERTIFICATIONS

Customer service excellence training — 2081
Company training programme

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