

PRANISHA ADHIKARI

Junior Assistant at Mahalaxmi Bikas Bank

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PROFESSIONAL SUMMARY

Results-driven Business Administration graduate (MBA) with hands-on experience in banking operations, sales and marketing, customer service, logistics and administrative coordination. Demonstrated ability to manage financial documentation, maintain customer relationships and support branch-level operations. Seeking to leverage cross-functional business expertise and academic foundation in a Management Trainee role to contribute to organisational growth and operational excellence.

CORE COMPETENCIES

Banking & finance: Banking operations, Financial documentation, KYC & compliance procedures, Data entry & record keeping

Customer & sales: Customer relationship management, Sales & marketing

Operations: Administrative support, Logistics coordination, Team collaboration

PROFESSIONAL EXPERIENCE

Junior Assistant | Mahalaxmi Bikas Bank

Jul 2024 – Present

- Delivered daily banking services and resolved customer inquiries related to accounts, transactions and products, ensuring high customer satisfaction.
- Maintained accurate financial records and performed data entry tasks in compliance with bank standards and internal policies.
- Supported branch operations including transaction processing, document verification and account reconciliation.
- Facilitated customer account opening and ensured complete and accurate KYC documentation in line with regulatory requirements.
- Coordinated with senior staff to streamline operational workflows and improve service turnaround time.

Sales and Marketing Executive | Logicurv Technologies

Jun 2024 – Present

- Supported planning and execution of marketing and promotional campaigns to increase brand visibility and customer engagement.
- Managed client communications and maintained strong business relationships to support sales pipeline development.
- Assisted in preparing sales reports, tracking leads and analysing market trends to inform business strategy.

Customer Service Department Intern | Daraz

Sep 2023 – Feb 2024

- Handled customer inquiries related to orders, deliveries and returns, resolving issues efficiently through multiple communication channels.
- Assisted the CSD team in maintaining service quality standards and meeting customer resolution targets.
- Documented customer feedback and escalated complex issues to supervisors, contributing to process improvement initiatives.

Junior Logistics Officer | Kiran Shoes Manufacturers

Jul 2022 – Dec 2022

- Prepared and verified customs documentation, shipping manifests and export-related paperwork for outbound consignments.
- Tracked shipment status and coordinated with vendors and freight partners to ensure timely delivery.
- Maintained logistics records and supported inventory management activities.

EDUCATION

Master of Business Administration (MBA)

Phoenix College, Kathmandu | 2023 – 2025

Bachelor of Business Administration (BBA)

Universal College, Kathmandu | 2017 – 2022

+2 Management with Computer Science

NCCS, Kathmandu | 2016 – 2017

TECHNICAL SKILLS

- MS Excel: Data entry, Record keeping, Basic financial reporting
- MS Word & PowerPoint: Documentation, Presentations, Administrative reporting
- Banking software: Customer account management, Transaction processing

KEY STRENGTHS

- Strong analytical and problem-solving skills developed through diverse cross-functional work experience
- Excellent verbal and written communication skills; experienced in client-facing roles
- Adaptable and quick learner with demonstrated ability to perform across banking, sales and operations
- Detail-oriented with high accuracy in financial record management and documentation