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**Sunil Lamichhane** Email: snllamichhane@gmail.com

Mount View Apartment, Contact No: +919064657423

Salbari,

Siliguri (West Bengal).

**Career Objective:**

To have a challenging position to meet my competencies, capabilities, skills, education and experience to attain the goal of the organization aiming at mutual growth.

**Academic Details:**

* Passed **MBA (Marketing)** from Punjab Technical University, India in 2010.
* **BCA** from Bangalore University, India in 2008.
* Passed **XII std**. from Assam Higher Secondary Education Council, India in 2004.
* Passed **X** std. from SEBA (Secondary Education Board of Assam), India in 1998.

**Skills and Achievements:**

* Communication skills, Customer service, Working within strict deadlines, Cash handlings, Accuracy, Target achievement and Team, work
* Volunteered in various social events in school level.
* Represented school in various games in school meets.
* Proficiency in Maths and GK.
* Decision Making
* Team Work and Leadership.

**Computer Proficiency:**

* Key knowledge of Computer Language C, C++, Java.
* Thorough knowledge of application: MS Word, Excel, Power Point and Internet Explorer.
* Knowledge of Database, MS-Access.

**Work Experience:**

 **Kins Care And Research Foundation Pvt Ltd , Siliguri**

Designation : Centre Manager

Duration : 20th October 2017 till date.

 Duties and Responbilities:

* Ensure the system area and appointments system is working effectively.
* Plan, coordinate and monitor staff activities to accommodate patient volume and to enable delivery of efficient services.
* Prepare and maintain schedules and daily assignment of duties for staff, ennsuring adequate cover for absence.
* Respond to patient enquiries and complaints within given timeframes, and promote patient satisfaction.
* Ensure that medical records, repeat presciptions and electronic records are accurate.
* Maintaining accounts and managing account payable/receivables.
* Maintaining cash book and passbook.
* Meet with vendor and assess new products or changes to clinic systems

**Astoria Hotel, Dubai**

Designation : Customer Service

 Duration : 1st September 2015 – 31st August 2017 (2 Years)

 Duties and Responsibilities:

* Responsible for accurate check in and out of guests.
* Be able to make reservations for lodging, golf, the Medora Musical, and other TRMF events.
* Be available to deal with escalated callers or guests and answer questions in regard to a day’s daily activity.
* Have good judgment or discernment on the phones when talking to guests when it comes to unique requests.
* Must be able to work in both the Hotel/Motel Front desk and the call center.

**Hotel Mayor, Siliguri**

Designation : Sales and Marketing Manager

Duration : 4th April 20014 to 20th May 2015 (13 Months)

Duties and Responsibilities:

* Communicate with prospective guests to **persuade them to book a room at a hotel**.
* Clear understanding of the hotels business strategies then set goals and to determine action plans to meet those goals.
* Identify new markets and business opportunities and increase sales.
* Provide the highest quality of service to the customer at all times.
* Oversee day to day sales, monitoring and forecasting to better understand the market.
* Stay up-to-date on current market trends.
* Own ultimate responsibility for successful meeting or exceeding goals.

**Royal Heritage- Tripura Castle, Shillong**

Designation : Sales and Marketing Executive

Duration : 2nd May 2012 to 30th March 2014 (22 Months)

Duties and Responsibilities:

* Make lists of potential clients and conduct surveys to identify customers actively seeking a hotel.
* Contact customers via calls or arranged meetings to discover their needs and requirements.
* Prepare and present sales proposal to potential clients, highlighting the best features and qualities of the hotel.
* Provide customers with a list of available services and their accompanying prices and offer discounts when necessary
* Assist clients in selecting the most appropriate service that best meet their specifications and needs,
* Sending marketing emails to customers via CRM.
* Reporting on activities towards targets to the company directors.

**Reliance Life Insurance co. ltd. Assam**

Designation : Sales and Marketing Manager

Duration : 21st July 2010 to 30th April 2012 (21 Months)

Duties and Responsibilities:

* Recruiting advisors and giving them the professional training of insurance products and knowledge, company background etc.
* Establishing and maintaining positive customer relationships, planning and delivering effective sales strategies and monitoring the progress of near and existing financial products.
* Researching potential target industries and customers.
* Good handling and preparation of sales status reports in MS-Office Word, Excel.
* Promote initial follow ups for sales prospects of the product.

**Personal Information:**

 **Strengths**  : Initiative, Self-motivated and Positive approach.

 **Languages Known** : English, Hindi, Nepali, and Assamese.

 **Date of Birth** : June 08, 1981.

 **Hobbies** : Researching on Net, Watching Sports and News.

I hereby declare that information given above is true to the best of my knowledge.

**SUNIL LAMICHHANE**

**Date:**

**Place:**