

# ER. BEDBYAS POKHREL

## FINANCE MANAGER

### CONTACT ME

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### PROFILE

Results-driven professional with over 5 years of experience in technology-based services, digital payments, and customer success management. Proven expertise in managing card operations, integrations, and transaction monitoring within the financial services and payments industry. Strong background in SaaS, fintech, and digital products, with hands-on experience in product training, market research, and client management. Adept at coordinating between technical and business teams, ensuring smooth product adoption and compliance with industry standards.

### EXPERIENCE



#### SALES CUM PRODUCT OFFICER (NEPAL DIGITAL PAYMENT COMPANY)

FEB 2024 - AUG-2025

- Onboarded more than 200 agents and provided ongoing support to address their queries and concerns, ensuring smooth product adoption.
- Acted as a liaison between IT and vendors, facilitating problem-solving for technical issues and decreasing resolution time by more than 15%.
- Participated in product design and problem-solving initiatives, contributing to the development of new products and services.
- Managed paperwork for product changes, ensuring all necessary documentation was processed efficiently and accurately.



#### MARKETING CUM QA OFFICER (SULAV PAY PVT LTD)

FEB 2023 - FEB 2024

- Actively managed relationships with over 100 merchants, ensuring product effectiveness and identifying growth opportunities.
- Conducted product training and education to maximize customer understanding and usage of our solutions.
- Developed strong client relationships through regular feedback sessions, helping drive product improvements based on real-time customer input.



#### OPERATION MANAGER (SEWA APP) - SKILLSEWA PVT LTD

SEP 2022- JAN 2023

- Led daily operations, ensuring the smooth onboarding of 100+ workers while managing customer support functions.
- Focused on improving operational processes to enhance customer satisfaction and drive app adoption, achieving 10k downloads in a short period.
- Built systems to streamline customer interactions, helping to foster long-term relationships and satisfaction.



#### CTO - TECHSATHI PVT LTD

JAN 2021 - JAN 2023

- Achieved 1 Lakh clicks in a single day.
- Successfully managed more than 7 clients simultaneously.
- Increased client base by 100%.
- Conducted market research to identify market needs.
- Managed technology requirements.



#### AREA MANAGER - INGRAILS PVT LTD

JUL 2021 - AUG 2022

- Managed 7+ clients simultaneously, helping to grow the client base by 100%.
- Conducted market research to identify client needs, leading to improved customer engagement and satisfaction.
- Coordinated with internal teams to ensure that client feedback was integrated into product development.



#### MCR - TECHSATHI PVT LTD

JUL 2019-JAN 2021

- Managed 20+ live streams for our channels, handling streaming and troubleshooting for news and event coverage at TechSathi.
- Oversaw ongoing video streaming operations.
- Managed the flow of content.
- Conducted final video content reviews and facilitated publishing.



#### TEACHER – NAVACHETANA SHAIKSHIK BOARDING SCHOOL

FEB 2016 – JAN 2017

- Conducted classroom instruction while maintaining classroom order.
- Achieved a 15% improvement in student results through dedicated instruction.
- Assumed ownership of the assembly department.
- Planned and executed dynamic extracurricular programs.
- Managed the computer department to ensure optimal performance.



#### RADIO JOCKEY – JHARANA FM DANG

JUL 2016 – DEC 2016

- Marketed and promoted the radio station's brand and image.
- Responded to feedback and comments from listeners.
- Maintained and updated the music playlist and other content.
- Assisted in creating and producing audio commercials.

## EDUCATION

2024- Ongoing

#### MBA

Malpi , Pokhara University

2018-2022

#### BACHLEOR IN CIVIL ENGINEERING

Sharda University, India

2015-2017

#### HSEB – SCIENCE

Padmodaya Public Model Higher  
Sec. School , Nepal

## SKILLS

- Microsoft office Suite
- Leadership
- Customer Success Tools & CRM Systems
- Inter personal skill
- Strategic planning
- Negotiation
- Communication skill
- Team management
- Analytical thinking

## TECHNICAL SKILLS

- C Basic
- Python basic
- Flutter Basic
- WordPress
- SEO