Neena Suwal

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SUMMARY

Dedicated and detail-oriented Finance, Customer Support, and Administrative Professional with hands-on experience in fintech operations, financial reconciliation, customer service, transaction monitoring, and office administration. Proven ability to resolve customer inquiries, manage financial records, process transactions accurately, and collaborate with cross-functional teams to ensure smooth business operations. Strong communication, analytical, and organizational skills with a commitment to delivering excellent customer experiences.

EDUCATION

Shubhashree College of Management Kathmandu
Bachelor of Business Administration (BBA) *2022 – 2025*

Khwopa Secondary School Bhaktapur
+2 Management *2019 – 2022*

EXPERIENCE

Finance, Administration & Customer Support Officer March 2025 – Present
DevanaSoft Pvt. Ltd. *Gatthaghar, Bhaktapur*

- Provide customer support through phone, email, and chat by responding to inquiries and resolving customer concerns professionally.
- Assist customers with payment issues, fund transfers, transaction disputes, and account-related queries.
- Investigate transaction discrepancies and coordinate with internal departments to ensure timely resolutions.
- Perform daily financial reconciliation between system records and transaction statements to maintain data accuracy.
- Monitor financial transactions and maintain accurate financial and administrative records.
- Process fund transfers while ensuring compliance with company policies and financial procedures.
- Prepare reports, maintain documentation, and support daily administrative operations.
- Collaborate with finance, operations, and technical teams to improve service quality and customer satisfaction.
- Maintain confidentiality while handling sensitive customer and financial information.

Accountant October 2023 – February 2025
Bhaiya Pukhu Coffee Shop *Siddhapokhari, Bhaktapur*

- Maintained daily accounting records, including sales, purchases, expenses, and cash transactions.
- Managed accounts payable and accounts receivable.
- Prepared financial reports and maintained accurate accounting documentation.
- Assisted customers with billing inquiries and payment-related concerns.
- Ensured timely and accurate bookkeeping and financial record management.

TECHNICAL SKILLS

Customer Service & Customer Support
Financial Reconciliation
Transaction Monitoring
Payment & Fund Transfer Support
Administrative Support
Problem Solving & Conflict Resolution
Communication & Interpersonal Skills

Microsoft Excel & Microsoft Word
Tally ERP
Documentation & Record Management
Time Management
Team Collaboration
Attention to Detail
Microsoft Office (Excel, Word, PowerPoint)
Data Entry & Documentation

LANGUAGES

Nepali: Native English: Professional Working Proficiency