

Tulasi Prasad Luitel

+977-9851060955 tulasi.luitel@ntc.net.np

Assistant Technical Officer (Currently in Nepal Telecom Company) equipped with extensive experience in sales, Installation of Copper and Optical Network, Field Management, Administration, Customer care, Project Implementation. Employs excellent leadership, supervision, decision Making, problem solving skills and multi-tasking strengths. Demonstrated ability to improve telecommunication services as well as all of the customer concentric jobs.

Experience

Assistant Technical Officer 03/2017 to Present
Nepal Telecom Company Ltd. Nepal

- Motivate and coach employees to meet service, sales, and repair goals.
- Create and modify employee schedules with service levels in mind.
- Field Management, Data Analysis, Customer care, supervise Maintenance Teams, Administration, Maintain detailed logs and reports of services performed, profit, and budget information.
- Help out in sales and repair areas as needed and maintain comprehensive current knowledge of operations.

04/2010 to 09/2017

Telecom Senior Technician
Telecom Technician 03/2000 to 09/2010
Nepal Telecom Company Ltd.

- Answered customer questions and resolved service issues in a timely manner.
- Diagnosed customer issues by asking probing questions and write up repair orders.
- Ordered supplies and kept inventory at optimal levels.
- Coordinated equipment repairs and maintenance.
- Supervision Of field Work of installation and Maintenance of optical fiber and copper cables, project management of telecommunication services.
- Sales, Customer care.

Highlights

- Results-oriented
- Revenue generation
- Business development
- Effective marketing
- Organizational capacity
- Operability and commitment
- Ability to motivate staff and maintain good relations
- Resistance to stress
- Good manners
- Positive Attitude
- Can do motive.
- Quick learner

Education

Master's in Economics from Tribhuvan University Nepal - 1999
Vocational Training in Telecommunication technology installation and Management from Nepal Telecom Company - 1994

Hobbies

Playing outdoor Games

Travelling New places