

# Curriculum Vitae

## Love Kishor Bista

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## Summary

I am searching for a Customer Service-related job in the Automotive sector where I can use my engineering knowledge, customer service experience and my data analysis skills.

## Experience

### Customer service manager

Entain PLC, UK

*Apr 2022 - may 2025 (3 year +)*

the key job responsibilities for this job are:

- Monitoring customers in the shop and till management.
- Manage the shop and ensure compliance with the safety and business policies and documentation.
- Provide necessary service to the customers

### Deputy Service Manager

Sipradi Trading Pvt. Ltd, Mahendranagar, Nepal

*Jul 2018 - Dec 2019 (1 year 6 months)*

The Primary Job responsibilities for this job were:

- Manage the Workshop.
- Ensure the compliance to all safety, business and quality standards as per policies in the shop.
- Proper resource planning for customer service and revenue optimization of the company.
- Ensure the shop operations are compliant with all necessary quality standards.

### Service Engineer

Sipradi Trading Pvt. Ltd, Dang, Nepal

*Jul 2016 - Jul 2018 (2 years 1 month)*

The primary job responsibilities in this job were:

- Customer advising
- Proper technical problem diagnosis, Problem solving and reporting.
- Resource optimization within the workshop.
- Engine management system fault diagnosis using diagnostic software.
- warranty, customer complaint report documentation and customer complaint register management.
- coordination with the store for optimized inventory management and repeat case handling.

## Education

Kingston University, UK

Master of Science - MS, Renewable Energy Engineering

*Jan 2022 - Jan 2023*

76.2 %

**Visvesvaraya Technological University, India**  
**Bachelor of Engineering (BE), Mechanical Engineering**  
(2010 – 2014)  
77.4%

**National School of Science, Nepal**  
**High Secondary Education, science**  
(2007 – 2009)  
73.6%

**Prabhat Vidya Niketan, Nepal**  
**School Leaving Certificate**  
(Jul 1999 - Jul 2006)  
81.63%

## **Licenses & Certifications**

**Certificate of Registered Engineers** - Nepal Engineering Council  
1656 "Mechanical" "A" Category

## **Skills**

WindPro • Polysun • Gabi • MATLAB • Simulink • SOLIDWORKS • Omnia • Microsoft Office • Ansys  
Fluent • Microsoft NAV dynamics for Enterprise resource planning • Tata EMS diagnostic software.

## **Honors & Awards**

**Entain Champions Award by Area Manager**– Entain  
(Apr 2023)  
For being best customer service manager with in the group

### **100% target Achievement Award-Sipradi Trading Pvt Ltd.**

(April 2018)  
I was awarded with 100% target achievement award by CEO of Sipradi Trading Pvt Ltd for achievement 100 percent revenue target achievement on the first fiscal year as Workshop manager

### **Global skill fest Service advisor championship 2019 certificate- TATA Motors**

(Aug 2019)  
For securing in first position in global service advisor skill competition in the region

### **Best Outgoing Student Award of the department 2014 – Navodaya Institute of Technology, Raichur**

(Dec 2014)  
For extraordinary academic and disciplinary performance in the department of Mech Eng.

### **Best Student Award 2006 – Prabhat Vidya Niketan, Nepal**

(Mar 2006)  
For extraordinary overall performance in the school.

## References:

- Mr. Bishnu Hari Adhikari  
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