Manish Dahal

An experienced team leader in relationship management, specializing in customer services within the multi-brand iGaming industry. Known for building strong team relationships and efficiently resolving issues, I excel in coaching and mentoring to drive quality and customer satisfaction. My skill set also includes account and client management, business development, and managing financials through data analysis. I'm now looking to apply these skills in community-based work that supports social impact and gender equality.

Work Experience

VIP Team Manager, Trenta Tech Limited (Limassol, Cyprus)

August 2022 - May 2025

- Managed and developed a team of VIP Account Managers, overseeing daily operations, service quality, and financial operations.
- Provided regular coaching, feedback, and performance reviews to support team growth and efficiency.
- Developed and aligned the VIP Management Strategy with overall brand objectives, driving revenue through targeted KPIs.
- Analyzed customer behavior patterns to enhance user experience and identify revenue opportunities.
- Executed retention, upselling, and win-back initiatives for high-value VIP customers, while effectively managing budgets for bonuses and events.
- Delivered consistent performance reporting, identified growth opportunities, and presented key findings directly to COO.

VIP Relationship Manager - Team Leader, Tabella s.r.o (Prague, Czech Republic)

August 2018 - July 2022

VIP Relationship Manager - Team Leader (Jan 2020 - Jul 2022)

- Led and developed a team of VIP Account Managers to maximize performance and align with corporate guidelines.
- Partnered with Country Manager to execute regional and brand strategies.
- Implemented data-driven processes and provided QA feedback.
- Resolved escalated issues from VIP Account Managers to maintain a high-quality service.

VIP Relationship Manager/Account Manager (Nov 2018 - Dec 2019)

- Managed high-value VIP Clients, creating personalized promotions and retention campaigns.
- Monitored VIP Accounts daily, optimizing activities and ensuring maximum LTV.

Customer Service Specialist (Aug 2018 - Nov 2018)

- Initial role focusing on customer support before promotions

Contact

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Skills

Technical Skills

- User Segmentation and Retention
- Customer Relationship Management and Personalized Engagement
- KYC and Responsible Gaming Compliance
- Anti-Fraud Monitoring and Risk Management
- Bonus Campaign Creation & Promotion Handling
- Payment Verification (Cards, eWallets, Crypto)
- Data Interpretation & Reporting (Excel, Google Sheets)
- Remote Team Collaboration & Communication

Tools/Sofware

- Optimove, Zendesk, Kayako
- Jira, Confluence, Wiki.js, Slack, MS Teams
- Power BI, Excel (Pivot Tables, VLOOKUP, XLOOKUP), Google Sheets
- Sumsub
- Zoom, Google Meet, Outlook

Languages

- English (C2)
- Hindi (C2)
- Nepali (Native)

Certification/Short Courses

- HTML & CSS – Codecademy
- VIP Program Development and Brand Creation Masterclass – Gaming Operations Academy

Cloud Worker, CloudFactory (Kathmandu, Nepal)

September 2016 - January 2017

- Entered customer and their financial data from source documents within time limits, analyzing information and identifying issues.
- Recognized discrepancies on the submitted financial documents, and promptly addressing for resolution.

Interpreter/Translator, Yodha Nepal (Kathmandu, Nepal)

December 2015 - August 2016

- Translations and interpretations of conversations from astrologers to customers.

Educational Background

Bachelors of Science in Business Informatics

Czech University of Life Sciences
Prague, Czech Republic
2017 - 2021

High School Diploma

National Integrated College
Kathmandu, Nepal
2013 - 2015

Additional Information

- Successfully managed and nurtured VIP player relationships across Japanese, Hungarian, and Norwegian markets, tailoring communication and rewards to regional preferences.
- Volunteered for Yuwalaya Nepal during the 2015 Nepal Earthquake, supporting community recovery and youth mobilization efforts.