

# Bimala Lama

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## OBJECTIVE:

I work to solve problems and ensure excellent customer satisfaction.

## WORK EXPERIENCE:

- Nine years plus experience as a Security/Customer service/receptionist at Spark Security Services. Abudhabi, UAE
- Three years experience as a Office Assistant in Nepal.
- Recently working as a tele caller in sharjah, UAE.

## RESPONSIBILITIES/ACCOMPLISHMENTS:

- Liaising with the emergency services, police, ambulance and fire services to **resolve issue** and maintain security and service.
- **Answering queries from visitors** to hospital departments.
- Proficiently ensure and **delivering quality services** to both internal and external customers.
- Expertly providing access and egress control by using best fit practices.
- **Providing support to the visitors** based on their appointments schedules also extending support to customer visiting without appointment and guiding them accordingly.
- **Managing dispatch duties** and keep eye on deployed of all areas.
- Reporting accurate information to supervisor in case of any violence.
- **Serves customers** by helping them select products.
- Drives sales through **engagement of customers**, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a **welcoming** manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides **outstanding customer** service.
- Documents sales by creating or updating customer profile records.
- Manages financial transactions.

## TRAINING

- Customer Services Training

- Infection control and law
- Customer Service and Public relation
- Hygiene and time management
- Safety data sheet
- Role of a supervisor
- Team behavior and leadership

#### ACADEMIC QUALIFICATION:

Exam Title	Concentration/ major	Institute	Pass year
H.S.E.B	Account & business	Shree Shramik Shanti HS School	2013
S.L.C	Account	Shree Shramik Shanti HS School	1999

#### COMPUTER TRAINING:

Training	Institute	Country	Location	Duration
Basic Computer Course	Computer Lab	Nepal	Magal Bazar, Lalitpur	3 month
Diploma in Computer	Avayan Education	Nepal	Shankhamul, Kathmandu	4 month

#### LANGUAGE:

Language	Reading	Writing	Speaking
Nepali	High	High	High
English	High	High	High
Hindi	High	Medium	High
Arabic	Medium	Medium	Medium