

SHYAM LAMA

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OBJECTIVE

To secure a position in the organization that offers challenge and opportunity for my career development and at the same time serve the organization to the best of my capabilities. I would like to gain new skills while utilizing my current area of expertise of customer service within a positive team environment.

Skills and strengths

- Customer service-oriented
- People-oriented
- Cash register familiarity
- Computer Proficient
- Excellent Inter-Personal Communication Skills
- Dynamic Personality - Team Player
- Capable of initiating new ideas and self-learning
- Sincere approach in duties and responsibilities
- Ability to work on challenging assignments
- Basic administrative knowledge
- Quick learner
- Cash flow management

Work History

SERVICE OFFICER (CASHIER) CUM BCO AL FARDAN EXCHANGE LLC

23 JUNE 2019 TO CURRENT

- Arrange monies received in cash box and coin dispenser according to denomination.
- Process transaction for the money transfer.
- Receive public utility bill payments, verifying payment dates and amounts due.
- Resolve problems or discrepancies concerning customer's account.
- **Explain**, promote, or sell products such as remittance, foreign currency, travel cards, savings bond etc.
- Perform clerical task such as typing, filling microfilm ID and registration for new customer
- Sort and file deposit slips.
- Process and maintain records of customer
- Obtain and process information required for the provision of services, such as saving plans and purchasing bonds
- Preparing BCO reports on daily basis
- Compose, type and mail customer statements and other such as discrepancies and outstanding unpaid items

REMITTANCE CLERK REDHA AL ANSARI EXCHANGE

OCT 2017 TO MAY 2019

- Arrange monies received in cash box and coin dispenser according to denomination.
- Process transaction for the money transfer.
- Receive public utility bill payments, verifying payment dates and amounts due.

- Resolve problems or discrepancies concerning customer's account.
- **Explain**, promote, or sell products such as TT, fast money, savings bond etc.
- Perform clerical task such as typing, filling microfilm ID and registration for new customer
- Sort and file deposit slips.
- Process and maintain records of customer
- Obtain and process information required for the provision of services, such as opening NRE accounts, saving plans and purchasing bonds
- Compose, type and mail customer statements and other such as discrepancies and outstanding unpaid items

Assistant Store Supervisor
Convenience Arabia LLC- Circle K – Dubai

JULY, 2015 AUGUST 2017

- In-charge in ordering of stock items.
 - Update the delivery and sales to the system.
 - Check stock items expiration.
 - Approach to the customer's need.
 - Train to new joiners.
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Customer Service Representative
Convenience Arabia LLC- Circle K – Dubai

DEC, 2013 to JULY, 2015

- Greeted customers in a timely fashion while quickly determining their needs.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Responded to customer questions and requests in a prompt and efficient manner.
- Engaged with customers in a sincere and friendly manner.
- Completed all cleaning, stocking and organizing tasks in assigned sales area.
- Built relationships with customers to increase likelihood of repeat business.
- Merchandising as per Plano gram provided by the company and as per FIFO.
- Recieving the items from supplier as per the LPO.
- Price tagging and merchandising according to FIFO.
- Cashling .
- Closing and Starting the shift on System.
- Preparing the dailly sales report and making banking.
- Handling the customer.
- Oredering daily and weekly as per store's requirement.

Sales Person
Best World Business Link Pvt. Ltd. - Kathmandu, Nepal

4/2011 to 10/2013

- Assist the marketing staff
- Take all goods reports and present to the admin section
- Managing all the office and filing of all official documents
- Receive all the feedback and collect, present it to the meeting
- Making the presentation and give vocational knowledge about the subject matters
- Participate in the staff meeting, co-ordinate with Admin and with other staff of the organization
- Hosting weekly training program for fresh marketer
- Field visit and receiving feedback

Education

<u>Level</u>	<u>Board</u>	<u>Institute</u>	<u>Year</u>
✓ BA (Bachlors in Art)	TU	Bhaktapur Multiple College	2011
✓ IA (Intermediate in Art)	TU	TU Tribhuwan University	2007
✓ SLC(HMG)	HMG	Janapriya Secondary School	2004

SPECIALIZED TRAININGS

Blue Ocean Training and consultancy

ACAMS TRAINING

28th May 22 to 26th Aug 22

Gateway computer Institute

Basic Computer Training

May, 2005

Personnel Details**Passport Details**

- **Passport Number** : PA0418053
 - **Date of Issue** : 07 June 2022
 - **Date of Expire** : 06 June 2032
 - **Place of Issue** : MOFA Dept. of Passport, Nepal.
 - **Visa Status** : Employment Visa.
 - **Visa Expire** : Transferable.
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