






# Sanjaya lama

## CONTACT

 0551506407

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 United Arab Emirates, Dubai

## EDUCATION

School Leaving Certificate

Samata Shiksha Niketan, Nepal,  
Kathmandu

High School

Texas International College, Nepal,  
Kathmandu

## HOBBIES

- Guitar
- Reading Novels
- Watching Series and Sci fi movies
- Boxing
- Hiking

## PROFESSIONAL SUMMARY

I am eager to become part of a renowned organization where I can further hone my career in the specified vacancy. My aim is to deliver unparalleled service quality, meeting and exceeding both external and internal institutional expectations. I am driven to contribute to the company's goals and objectives through unwavering dedication and commitment. Leveraging my extensive skills, experience, and knowledge, I approach my role with enthusiasm and a steadfast resolve to excel in my duties and responsibilities. My focus is always on achieving excellence and fostering satisfaction at every level within the organization.

## EXPERIENCE

Lower Secondary Teacher

2017 - 2020

Peace Nepal Academy, Nepal, Kathmandu

- Expert in Curriculum Design, crafting engaging lesson plans tailored to diverse learning styles.
- Skilled in Student Assessment, delivering constructive feedback to foster academic growth.
- Adept at Classroom Management, maintaining a positive and structured learning environment.
- Strong Communicator and Collaborative Educator, ensuring dynamic dialogue with students, parents, and colleagues.
- Lead Organizer of Extracurricular Activities, enhancing student fitness with a variety of sports and games.

Operation assistant and documentation

2021 - 2023

Centurion shipping L.L.C, United Arab Emirates, Dubai

- Optimized import shipment processes, including NVOCC operations, to ensure seamless execution.
- Maintained proactive communication with overseas agents to ensure efficient operational workflows.
- Liaised with carriers to obtain VOY NO and Split NOC, improving shipment tracking capabilities.
- Acted as a pivotal liaison for timely shipment readiness and document coordination between overseas agents and clients.
- Streamlined Delivery Order (DO) collection by verifying ETA with shipping agents for prompt execution.
- Issued Delivery Orders promptly upon receipt of original shipping documents to accelerate cargo release.
- Enhanced logistical operations by managing the issuance of Delivery Orders for forwarding shipments.
- Delivered superior client service through immediate and effective handling of all inbound and outbound communications.
- Issued NOC in a timely manner, aligning with the receipt of original shipping documents for cargo release.
- Ensured diligent oversight of daily Outlook email correspondence, guaranteeing swift and professional responses.
- Dispatched Arrival Notices to clients in a timely fashion to facilitate readiness for shipment arrivals.

## LANGUAGES

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- English
- Hindi

## PERSONAL INFO

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- Date of birth: 13 September 1994
- Place of birth: Kathmandu
- Nationality: Nepali

- Proficient in utilizing software like EBMS and official DP World website for efficient document release, overseeing document management, and generating final invoices and receipts.

Part Time Teacher and Office administration  
Alchemist Academy, Nepal, Kathmandu

2024

- Coordinate office activities and operations to secure efficiency and compliance to company policies
- Supervise administrative staff and divide responsibilities to ensure performance
- Manage agendas/travel arrangements/appointments etc. for the upper management
- Manage phone calls and correspondence (e-mail, letters, packages etc.)
- Support budgeting and bookkeeping procedures
- Create and update records and databases with personnel, financial and other data

Professional Experience:

Client Relations:

- Worked closely with a diverse range of clients, both domestically and internationally.
- Honed customer service skills through telephone and Outlook email communication.
- Emphasized clear communication and meticulous attention to detail to ensure high levels of client satisfaction.

Financial Management:

- Collaborated extensively with internal teams, particularly sales and accounts, to manage invoice and receipt cash flow.
- Coordinated seamless processes to ensure accurate billing and timely payments.
- Enhanced financial management capabilities and cross-functional team collaboration.

## TRAINING

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- Leadership Training
- Basic Computer Course and tally
- B.P.O/Call Centre Training (Telemarketer)
- Basic Music and Guitar Training
- Customer Service Representative Training
- Boxing and Fitness Training
- Meditation