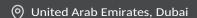


# Sanjaya lama



#### CONTACT







### 😭 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.

## A LANGUAGES

- English
- Hindi

# PERSONAL INFO

- 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

2024

Alchemist Academy, Nepal, Kathmandu

- 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

- 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