

Sima Lama

Sanepa Height

Patan, Central Development Region

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 **Summaries**

A highly motivated and bilingual professional with excellent educational attainments and well-rounded background such in Education ,Hospitality and Event Management ,Retail Sales and Customer Services, Management & Operations and Translation company .Enjoys being part of a successful and productive team and quick to grasp new ideas and concepts. Possesses excellent interpersonal skills and can communicate concisely at all levels. The company should allow for growth and development of skills.

**Employment History**

**1.Transperfect Languages Translation Company [USA]**

**2.Sportserve Game Tech [Worldwide]**

**Translator/QA**

**Nepali-English /English – Nepali**

**Hindi – English/ English-Hindi**

**Nepali-Nepali/Hindi-Hindi/English-English**

**Remote- From 17/01/2019 up to Date**

**Responsibilities:**

* Translate documents and/or contents from English to Nepali & Nepali-English.
* Edit /Write documents and/or contents based on Company’s profile.
* Ensuring all copy is proofread and free of errors.
* Work on various projects of different fields (Game, Legal, Business, Entertainment, Medical, IT, etc.)
* Listen to recordings Audio/Video and transcribe those recordings to text files.
* Ensure accuracy of the transcribed text.
* Understand details of client requirements regarding formatting and notation
* Complete transcriptions in a timely manner, reviewing grammar, punctuation and spelling prior to submission
* Remain familiar with the latest transcription software and recommend upgrades or enhancements if necessary
* Correct any errors or inaccuracies in a timely manner

**2. Ai-La Lounge Kumaripati Lalitpur**

**Customer Service Manager**

**(F&B) – 2017 to 2018**

**Essentials: Customer Service /Operation/Event/Management/Staffing/Food/Menu/sales**

**Responsibilities**

**Front of the House**

* providing help to customers using your organization’s products or services
* Communicating with customers by telephone, email, letter and face-to-face
* investigating and solving customers' problems, which may be complex or long-standing, that have been passed on by customer service assistants
* handling customer complaints or any major incidents, such as a security issue or a customer being taken ill
* issuing refunds or compensation to customers
* keeping accurate records of discussions or correspondence with customers
* analyzing statistics or other data to determine the level of customer service your organization is providing.
* writing reports analyzing the customer service that your organization provides
* developing feedback or complaints procedures for customers to use
* improving customer service procedures, policies and standards for your organization or department
* meeting with other managers to discuss possible improvements to customer service
* involvement in staff recruitment and appraisals
* training staff to deliver a high standard of customer service
* leading or supervising a team of customer service staff
* learning about your organization’s products or services and keeping up to date with changes keeping ahead of developments in customer service by reading relevant journals, going to meetings and attending courses

**3. Emaar Malls Group Government Company [Retail Sales]**

**Dubai [UAE]**

**Animator**

**Essentials : Education/Events / Management/Customer Service /Sales**

**December 2009 -August 2014**

**Responsibilities**

* Ensure that daily office operations are performed in a seamless and efficient manner.
* Collaborating with the client and production team members to understand needs, review scripts, design and animating things.
* Using software and other techniques to produce animations Activities.
* Listening to feedback and altering animations to better suit client needs.
* Presenting the activities According to Script
* Using creativity and artistic techniques to tell a story or provide information in visual form
* **Show young people (Students) how to live with integrity, optimism, hope, determination,   and compassion in entertain way to have more fun and Interest.**
* **Animator Play a Role an essential part in a child’s positive development**
* Identify and assess client’s needs to achieve satisfaction
* Build sustainable relationships and trust with client accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods
* Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Keep records of client interactions, process , client's accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage clients

**4.Alshaya Fashion & Food Company[Retail Sales]**

**Dubai UAE**

**Assistant Manager /Sales associate**

**Essentials: Fashion Consultant/Merchandize/Cashier/Event /Sales**

**November 2006 – September 2009**

**Responsibilities:**

* Assist the Retail Store Manager in planning and implementing strategies to attract customers
* Coordinate daily customer service operations (e.g. sales processes, orders and payments)
* Track the progress of weekly, monthly, quarterly and annual objectives
* Monitor and maintain store inventory
* Evaluate employee performance and identify hiring and training needs
* Supervise and motivate staff to perform their best
* Coach and support new and existing Sales Associates
* Monitor retail operating costs, budgets and resources
* Suggest sales training programs and techniques
* Communicate with clients and evaluate their needs
* Analyze consumer behavior and adjust product positioning
* Handle complaints from customers
* Research emerging products and use information to update the store’s merchandise
* Create reports, analyze and interpret retail data, like revenues, expenses and competition Conduct regular audits to ensure the store is function able and presentable
* Make sure all employees adhere to company’s policies and guidelines
* Act as our store’s representative and set an example for our staff

**Sales Associate**:

* Ensure high levels of customer satisfaction through excellent sales service
* Assess customer needs and provide assistance and information on product features
* Welcome customers to the store and answer their queries
* Follow and achieve department’s sales goals on a monthly, quarterly and yearly basis
* Go the extra mile” to drive sales
* Maintain in-stock and presentable condition assigned areas
* Actively seek out customers in store
* Remain knowledgeable on products offered and discuss available options
* Process POS (point of sale) purchases
* Cross sell products
* Handle returns of merchandise
* Team up with co-workers to ensure proper customer service
* Build productive trust relationships with customers

2.Ai-La Lounge & Restaurant Kumaripati(Hospitality)

Customer Service Manager (F&B) - April 2018 to September 2019

 Responsibilities

• providing help to customers using your organisation's products or services

• communicating with customers by telephone, email, letter and face-to-face

• investigating and solving customers' problems, which may be complex or

long-standing, that have been passed on by customer service assistants

• handling customer complaints or any major incidents, such as a security

issue or a customer being taken ill

• issuing refunds or compensation to customers

• keeping accurate records of discussions or correspondence with customers

• analysing statistics or other data to determine the level of customer service

your organisation is providing.

• writing reports analysing the customer service that your organisation

provides

• developing feedback or complaints procedures for customers to use

• improving customer service procedures, policies and standards for your

organisation or department

• meeting with other managers to discuss possible improvements to customer

service

• involvement in sta recruitment and appraisals

• training sta to deliver a high standard of customer service

• leading or supervising a team of customer service sta

• learning about your organisation's products or services and keeping up to

date with changes keeping ahead of developments in customer service by

reading relevant journals, going to meetings and attending courses

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 Responsibilities

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 **Languages: English, Hindi Nepali : Fluent**

 **Arabic : Conversational**

**Vocational Trainings:**

Providing Superior Customer Service, Active Listening , Public Speaking ,Handling Difficult Customers ,Physical Contact with Customers , Emergency Evacuation , Fire & Safety ,Strengthening the Bond, Unicef Children Rights, Arabic Language,

**AWARD**: Appreciations Letter [Certificate] from Transperfect Translation Company USA.

**Professional Skills:**

1. Ability to type quickly and accurately while proofreading
2. Excellent grammar, spelling, and punctuation skills
3. Excellent verbal communication, listening, and computer skills
4. Ability to work independently and meet deadlines
5. Ability to work with a variety of people and personalities
6. Familiarity with Microsoft Windows operating system
7. Fluency in English or the preferred language
8. Planning a vital aspect within an organization.
9. Communication Possessing great communications.
10. Decision-making.
11. Delegation. ...
12. Problem-solving.
13. Motivating.

**INFORMATION**

**NATIONALITY: Nepalese**

**MARITAL STATUS: Married**

**DOB: 11/07/1981**