

Rita Lama

Mangal Bazar, Lalitpur

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EDUCATION

Bachelor's in Field, XYZ College	2017
Upper Secondary School, XYZ High School	2013

WORK EXPERIENCE

Customer Service Supervisor / ABC COMPANY, Kathmandu Oct 2017 - Present

- Oversee customer service desk for high-volume superstore, supervising up to 10 associates per shift in carrying out daily customer service operations.
- Resolve customer issues, manage returns, document faulty merchandise and prepare undamaged merchandise for return to the sales floor.
- Review and evaluate products.
- Won approval for "Customer Service Walk-About" concept, reassigning associates from the service desk to the sales floor during slower periods to assist customers and support loss-mitigation goals.
- Piloted Walk-About program in 2016, which proved so successful in increasing customer satisfaction that it is being rolled out district-wide.
- Improved productivity of customer service desk by leading training initiatives and revamping schedules. Increased NPS by 18%, reduced overtime by 12% and accelerated returns processing time by 35%.
- Led training for all associates on customer service best practices, credited as instrumental to store's 10-point improvement on secret shopper score from 2015 to 2016.

Front-End Supervisor, DEF COMPANY, Kathmandu Apr 2015 - Apr 2017
(Partner in . . .)

- Promoted to supervise front-end operations and cashier teams (up to 12 employees per shift).
- Corrected SKU issues and pricing discrepancies to increase accuracy of end-of-shift register drawer counts to 99.5%³/₄a new store record.
- Increased average scanned items per hour to new bests during high-volume shifts, achieving a 15% productivity improvement.
- Emphasized customer service excellence through ongoing training of front-line team members. Coached employees on ways to leave a positive impression to ensure customer loyalty.

Secretary / ADMINISTRATIVE ASSISTANT, ABC Company, Birgunj Dec 2013 - Jan 2015

- Technically skilled administrative support professional valued for multitasking strengths, organizational abilities and diplomatic handling of confidential
- Advanced command of MS Office along with strong business and financial management skills. Leverage technology to elevate efficiencies, boost productivity, save costs and improve processes.

- Loyal and resourceful professional known for commitment to exceeding employer expectations.

Volunteered at ABC Organization, Sometown, AR

Sep 2013 - Nov 2013

- Handled communications with suppliers and project manager and made shipping arrangements
- Ensured quality checks of products before shipping
- Supported fundraising and product promotion

TRAININGS/ PROFESSIONAL COURSES

Supervisory Skills, XYZ Organization (Eight 4-day trainings during two years) 2018-2019

Leadership & Goal-Setting, Some Association (13 days) 2017

Loss Mitigation, Some organization (8 days) 2017

SKILLS

Languages: Fluent in Nepali, English, Hindi

VOLUNTARY INVOLVEMENT

Member of **ABC Club, Kathmandu** Jun 2017 – Present

International Service Director of **DEF Club, Lalitpur** Jul 2017- Present

EVENT PARTICIPATION

Participated in **ABC Conference** organized by **DEF Organization** under the theme “Let’s talk about something.” Aug 2017

Won “**Special Mention**” in **ABC Tournament** for the best representation under the **XYZ category**. Apr 2017