Bibhasa Pokharel

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PROFILE

Web Designer. I'm currently enrolled in KY Commonwealth Coders Program where I have gained knowledge about HTML, CSS, Bootstrap, JavaScript, Python, React, Node.js. As a Front-end developer, I am responsible for using solid knowledge of programming language to code, design and build interactive user-friendly websites and web applications that run across platforms and devices as well as optimize and maintain them.

SKILLS

- HTML
- CSS
- JavaScript
- Python
- React
- Angular

WORK EXPERIENCE

UPS,   October 2018 - Present

OMS Supervisor

- Able to manage an organization including the functions of planning, decision-making, organizing, leading and directing the work of the other employees effectively.
- Supervise daily activities of drivers and package handlers to ensure that all assigned duties are accomplished safely and timely.
- Proficient in the use of Microsoft Office including Word, Excel, Access and PowerPoint. Ability to create and manipulate Microsoft Office Excel spreadsheets, and use Microsoft Office Word to create and modify documents.
- Assist with dispatch planning and responsible for ensuring that service, safety, and cost goals are met.
- Work with service providers to maximize day to day proficiency and ensure packages are delivered in a safe, timely, and professional manner.
- Ability to direct the work of the other employees effectively. Review and analyze work processes and work schedule information (e.g., exception reports, volume delivered/hour, miles driven, car set up, hours worked, accidents, etc.) to identify opportunities to reduce costs and improve performance.
- Multi-tasking skills; Perform general office tasks such as data input, typing, and/or use of a computer, filing, calculating and use of telephone, verification and submission of timecards
- Good cognitive reasoning skills; Self-motivation; Work cooperatively in a diverse work environment

U-Haul,   April 2018 - February 2020

Remote Customer Service Representative

- Responded to customer inquiries and requests via telephone, email, and chat in a timely fashion Document all inquiries, requests, resolutions, and follow-up tasks.
- Performed research to answer customer inquiries and requests to grow existing customer accounts through exceptional customer service and effective sales techniques.
- Met quantitative performance metrics as outlined and kept customer accounts current by updating databases during calls. Interacted with guests in a friendly, fast, courteous and efficient manner.
- Attention to detail in order to promote positive customer interactions; Heard and sensed customer needs and kept management and fellow team members informed.
- Became a strong team player, with a commitment to continuous learning who provides high quality service to our customers.
- Completed training and maintained knowledge by participating in on-line and hands on educational and training opportunities.
- Ensure that trucks are dispatched to the right addresses in a timely manner and follow up with dispatchers in order to ensure timely movement of customers belongings.

Linguistica Internationals,   October 2013 - March 2019

Remote Interpreter/Translator

- Reproduce statements in another language for unique listening or reading audience. Facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another over the phone or on-site.
- Facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another over the phone or on-site.
- Relay concepts and ideas between languages. Receive and submit assignments electronically. Use dictionaries and glossaries for reference.
- Facilitate communication for people with limited English proficiency. Interpret both legal terminology and colloquial language in a fast paced, quick response setting.
- Translate patient materials and informational brochures issued by hospitals and medical facilities into another language.
- Accompany foreign visitor and facilitate communication between receiving party and visitors.

EDUCATION

Harvard EDX   Present

CS50

- Scratch
- Arrays
- Python
- DataStructures
- SQL
- Flask

Penn Foster College, Remote   Present

Medical Billing and Coding

- Gaining knowledge of medical terminology as well as diagnosis and procedures coding.
- ICD-9 Coding.
- Able to oversee daily Billing Department functions, including medical coding, charge entry, payment posting, and reimbursement management.
- Collaborate with medical providers and office management to determine billing and documentation policies and ensure compliance.
- Able to review and validate accuracy of charges including dates of service, services provided, location and provider signature.

BCTC   Present

Bachelors in Psychology

- Psychology undergraduate student working towards building exceptional skills in researching behavioral patterns, determining patient needs and providing patients with essential cognitive procedures based on diagnosis and needs.