

Mamata Thapa

Scarborough, ON, and M1T1K7

249-979-4051

mamatathapa5210161@gmail.com

www.linkedin.com/in/mamata-thapa-khadka

SKILLS

- Primavera P6, AutoCAD, GIS (Geospatial Information Systems), Microsoft Word and Excel, Revit
- Project Coordination, Budget Management, Quality Assurance, Environmental and Social Risk Assessment, and Construction Documentation
- Skilled in friendly customer service, clear communication, rapid learning, efficient time management, teamwork, independence, and strong interpersonal skills
- Nepali, English, German, Hindi

CERTIFICATIONS & TRAINING

- Environmental and Social Risk Assessment - The World Bank, 2023
- Green Building Design - Society of Consulting Architectural and Engineering Firms (SCAEF), 2023
- Leadership Development - Construction Business Development Implementation Committee (CBDIC), FCAN, 2023
- Building Information Modelling (BIM) - Federation of Contractors' Associations of Nepal (FCAN), 2023
- Construction Management - CBDIC, MoPIT, and FCAN, 2023
- Training Workshop on Small Hydropower - Nepal Academy of Science and Technology (NAST), 2018
- Women Technopreneur Program - Robotics Association of Nepal, 2017

EDUCATION

Construction Project Management

May 2024 to Jan 2026

Lambton College, ON, CA

- Studied advanced construction project management principles, including project planning, scheduling, and risk management
- Gained hands-on experience with project management software like MS-Project and Primavera P6 for efficient resource allocation and timeline management
- Focused on sustainable construction practices and regulatory compliance to align with industry standards in project execution and environmental responsibility

Bachelor's degree in Hydropower Engineering

Jan 2020

Mid-West University, Surkhet, Nepal

- Built a solid foundation in Hydropower Engineering, covering fluid mechanics, hydraulic structures, and sustainable power plant design
- Conducted field studies on Nepalese hydropower plants, gaining insight into site selection, geological factors, and environmental impacts
- Acquired hydraulic modeling skills with HEC-RAS and AutoCAD Civil 3D, focusing on flow systems and sediment control to enhance turbine efficiency in Himalayan rivers

WORK EXPERIENCE

CSR (customer service representative)

Scarborough, ON, CA

Dec 2024 – now

The Brick,

- Delivered courteous and effective customer support, resolving inquiries and promoting long-term satisfaction.
- Processed credit transfers and created credit memos to maintain accurate financial records.
- Managed end-to-end warranty procedures, ensuring timely resolutions and proper documentation.
- Reviewed daily order reports and confirmed deliveries by contacting invoice-related customers

Commercial Department

The Brick, BC (British Columbia), CA

April 2026- May

2026

- Reviewed and updated invoice entries by editing eco-free pricing and adjusting corresponding financial records to ensure accuracy and compliance

Front Position

Tim-Hortons, Scarborough, ON, CA

Sept 2024- Dec 2024

- Delivered courteous and effective customer support, resolving inquiries and promoting long-term satisfaction.
- Processed credit transfers and created credit memos to maintain accurate financial records.
- Managed end-to-end warranty procedures, ensuring timely resolutions and proper documentation.
- Reviewed daily order reports and confirmed deliveries by contacting invoice-related customers

Civil Office Engineer

Saptakoshi Nirman Sewa, Surkhet, Nepal

Feb 2021 to March 2024

Led the construction of the hotel building for the Siddha Bahira Balako project, managing timelines, budgets, and resources to ensure alignment with project milestones

VOLUNTEER WORK**COVID-19 Prevention Campaign**

Volunteers Initiative Nepal (VIN), Kathmandu, Nepal

19 Mar 2020 – 23 Mar

2020

- Delivered hygiene supplies and conducted 64 awareness sessions on COVID-19 across two municipalities, reaching over 1,900 households

Organized and facilitated a blood donation campaign

Volunteers Initiative Nepal (VIN), Kathmandu, Nepal

5th July

2020

- Facilitated a blood donation drive with VIN at Gongabu Manohar Secondary School on July 5, 2020, with 100+ participants and 55 successful donations