

# Sangmu Lama

## Customer Success Specialist

☎ +91-8388923650 ✉ [lsangmu235@gmail.com](mailto:lsangmu235@gmail.com) 🏠 Darjeeling - 734222

Summary: I am a service-focused professional with over 2 years of experience in customer service operations, guest management, and relationship management. My expertise lies in delivering high-quality customer experiences, ensuring customer satisfaction, and adhering to SLAs and work processes. I possess strong skills in understanding customer requirements and providing effective solutions, all while building and strengthening relationships. With excellent interpersonal, presentation, and relationship management abilities, I am a skilled communicator capable of engaging with customers and stakeholders effectively.

### SKILLS

- Operations Management
- Customer Interaction
- Customer Service
- Team Management
- Social Media Marketing
- SLA Adherence
- Financial Management
- Marketing Strategies
- Travel Advisory
- Customer Feedback Analysis
- Reservation Management
- Regulatory Compliance and Safety Standards

### PROFESSIONAL BACKGROUND

#### Business Development Manager, Wayside 16.

August 2019 – Present.

- Welcome and accommodate guests, ensuring their comfort and satisfaction throughout their stay.
- Build positive relationships with guests, local community members, and suppliers to enhance the homestay's reputation.
- Manage guest reservations and maintain booking systems with clear and timely communication.
- Oversee property maintenance and cleanliness to meet high guest satisfaction standards.
- Manage a team of staff members for smooth operations and exceptional service delivery.
- Provide exceptional customer service, promptly addressing inquiries, concerns, and requests.
- Handle financial aspects such as budgeting, expense control, and revenue management.
- Implement effective marketing strategies to attract guests and increase occupancy rates.
- Ensure compliance with local regulations, safety standards, and health codes for a smooth and legal operation.

#### Customer Service Executive, Eventity Global Solutions Pvt Ltd.

Aug 2018 – Jan 2022.

- Manage and maintain patient medical records, ensuring organization, accuracy, and compliance with regulations and policies.
- Coordinate the intake, filing, retrieval, and secure storage of medical records, both physical and electronic, to ensure confidentiality and easy accessibility.
- Conduct regular audits of medical records to ensure they are complete, accurate, and compliant with legal and regulatory requirements.
- Utilize electronic health record (EHR) systems and other healthcare software applications to input, track, and retrieve patient data and medical records.
- Collaborate and communicate with healthcare professionals and administrative staff to facilitate the smooth flow of medical information, resolve documentation-related issues, and provide support.
- Ensure compliance with legal, regulatory, and ethical guidelines, such as HIPAA, to protect patient privacy and maintain confidentiality of medical records.
- Establish and implement policies for the retention and proper disposal of medical records in accordance with legal requirements and organizational guidelines.

## **Product Specialist, Think and Learn Pvt Ltd.**

**Jan 2022 – July 2022.**

- **Customer Service and Account Management:** Provided support services to parents and students, ensuring their satisfaction and addressing their concerns.
- **Complaint Resolution:** Effectively resolved complaints and issues raised by parents and students, specifically related to tablet usage and chapters.
- **Feedback Provision:** Regularly provided feedback to parents, keeping them informed about their child's progress and addressing any concerns they may have had.
- **Software Issue Resolution:** Successfully resolved software issues experienced by parents and students, ensuring smooth and uninterrupted usage of the platform.
- **Customer Interactions:** Handled customer interactions in a professional and helpful manner, addressing inquiries, providing assistance, and maintaining a positive customer experience.

## **EDUCATION**

**Bachelor in Literature, South Field College, July 2014– May 2017**

## **LANGUAGES**

- |                  |                 |
|------------------|-----------------|
| • <b>English</b> | • <b>Nepali</b> |
| • <b>Hindi</b>   |                 |