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Al Salam 2 building, Flat
no.204, Dubai, UAE

EDUCATION

Bachelors of Commerce,
Accountancy Honors
North Bengal University,
India
January 2008 - April 2011

PERSONAL DETAILS

Date of Birth: 25th December
1989
Nationality: Bhutan
Marital Status: Married
Visa Status: Husband Visa

LANGUAGES

English

Fluent

Nepali

Fluent

Hindi

Advanced

Dzongkha

Upper intermediate

PEM CHODEN TAMANG

PROFESSIONAL SUMMARY

A Hardworking, dedicated and self-motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, an adaptable person with the ability to work independently and maintain critical thinking skills in the face of unforeseen challenges.

WORK HISTORY

June 2013 - June 2023

Vega worldwide Logistics LLC - Customer Service Manager, Dubai, UAE

- Supervising and managing the customer support staff: Train employees to make sure that they are aware of the company's policies, specific services, and efficient communication methods. Also monitor employee performance and client comments, ensuring that the team adds to overall client happiness and offers top-notch support.
- Forecast customer's needs to enhance offering and competitiveness: Review data from customer interactions, order history, and feedback to identify patterns and preferences. Keeping abreast of market developments and rivalry to recognize new demands and modify services appropriately.
- Develop and implement customer service policies and procedures: Create comprehensive documents outlining customer service protocols, including handling complaints, return policies, and response times. Clearly communicating the policies to the team and keeping them updated with any changes and adjust as necessary to improve service quality.
- Collaborating with other departments to guarantee smooth client interactions: To ensure service development is in line with customer demands and expectations, communicate updates and feedback on a regular basis with departments such as sales, marketing and operations.
- Establish service standards to enhance customer experience: Understanding what customers expect in terms of service quality, response time, and problem resolution and accordingly setting specific, measurable, achievable and relevant standards for service delivery. This might include response times, resolution times, or customer satisfaction scores.
- Monitor and analyze customer feedback to improve service delivery: Collect input from a range of sources, such as social media, direct customer contacts, questionnaires, and review sites, and appropriately create, execute action plans to resolve issues that are found, these plans involve staff training, process enhancements, or modifications to service procedures.
- Conduct regular evaluations of team performance and service quality: Listen to recorded interactions between customer service representatives and customers, assessing adherence to company standards and protocols. Set up regular meetings with team members to discuss their performance, address any concerns, and provide feedback and support.
- Foster a positive work environment and encourage teamwork: Encourage open and transparent channels of communication so that the team members can freely express their thoughts and opinions. Organize activities and events that build and strengthen relationships among team members. Create

opportunities for team members to work together on projects and share knowledge, fostering a collaborative environment.

- Keep accurate records and document customer service actions and discussion: Ensure that all customer service representatives are trained in proper documentation practices. This includes noting key details, such as the customer's issue, the solution provided, and any follow-up actions required. Also conduct regular audits of the recorded data to identify and correct any discrepancies or omissions.
- Keep ahead of industry's developments and apply best practices to areas of improvement: Engage in professional development through workshops, webinars, and courses related to customer service and industry trends and stay updated on emerging technologies and tools that can improve customer service efficiency and effectiveness.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments: Tailoring interactions to each customer's specific situation and anticipating potential issues and addressing them before they escalate and providing solutions that meet customer needs. Checking in with customers after resolving their issues to ensure their satisfaction and to address any further concerns.
- Provide training on customer service and after sales support based on their expertise and skillset: Incorporate an e-learning platform, and simulation tools to offer flexible and engaging training options, providing ongoing training for the customer service team to handle various situations effectively and equipping them with the right tools and knowledge and evaluate the impact of training through performance assessments, customer satisfaction scores to ensure the training achieves its objectives.
- Estimate, record and disseminate shipping data, including weight, quantity, kind and fee: In order to provide an accurate calculation of shipping costs for a customer's cargo enabling businesses to offer competitive pricing, attracting more customers.
- Preparing shipment reports for individual customers for easy and quick tracking of their shipments: Customer's happiness is affected by the service quality and the effectiveness of shipping and tracking system from ordering to receiving their cargo. Therefore, enabling an effective order-tracking system is crucial for enhancing higher customer loyalty and satisfaction which also enhances a brand image, distinguishing it in a competitive marketplace turning a one-time customer into a long-term relationship.
- Planned and supervised shipments from production to end- user and scheduled daily and weekly routes: To guide the customer service team gain more oversight and transparency in-order to become more adaptable while reducing costs, and increasing revenue and also to enable smooth coordination of goods, services, and information as per customer's demand.
- Providing logistics solution for global purchase and sale: A solid logistical system enhances a company's reputation and can directly affect customer satisfaction by reducing abandonment rates, ensuring timely delivery, and accurately fulfilling an order in a global market.
- Handled high -volume paper work and collaborated with respective department to resolve invoicing and shipping problems : Ensuring that the customer service team handles the documentation process of each shipments within the compliance of international trade regulations in-order to prevent prohibition on shipping of cargo and also taking proactive measures to centralize customers data with in various department's for the issuance of invoices to customers on an accurate and timely manner without any complaints from them.
- Preparation of bill of lading document : A bill of lading is a legal document that is issued by a transportation company to a customer ,It details the type, quantity, and destination of the goods being carried, This document can also help prevent asset theft of a customer , Therefore preparation of this

document plays a vital role since it acts as the legal document of title which allows the person holding it to claim ownership of the cargo.

April 2012 - January 2013

Drukar Construction Pvt Ltd - Finance Administrative Officer, Bhutan

- Assisting in the preparation of budgets
- Managing records and receipts
- Reconciling daily, monthly and yearly transactions
- Preparing balance sheets, profit and Loss account
- Processing invoices/payments
- Predicting future financial trends
- Providing customer service to clients
- Resolving financial disputes raised by the customer service and sales teams
- Being a key point of contact for other departments on financial and accounting matters
- Supporting the operation executives with projects and tasks when required.

SKILLS

- | | |
|------------------------------|----------------------------|
| • Microsoft Excel | • Adaptability |
| • Word | • Strong Work Ethic |
| • Power point | • Time Management |
| • PDF Editor | • Critical Thinking |
| • Tally | • Handling Pressure |
| • Excellent customer Service | • Leadership |
| • Team work | • Training and Development |

ACCOMPLISHMENTS

Best Employee Award (2015,2016,2017,2018,2019,2021)

PERSONAL INFORMATION

- Passport Number: G128848
- Date of birth: 12/25/1989
- Nationality: Bhutan
- Marital status: Married
- Address : Al Salam 2 Building , Flat 204, Liwan 2 , Dubai , UAE

REFERENCES

1.Mr.Sumesh Rajgopal
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2.Mr.Diwash Biswa

CIS Trade Manager ,Vega worldwide Logistics LLC

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