

Pem Choden Tamang



PERSONAL INFORMATION

Date of Birth: 25th December 1989
Marital Status: Married
Nationality: Bhutan
Passport No: G128848
Visa Status : Husband Visa

CAREER OBJECTIVE

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 EXPERIENCE

Customer Service Manager

Vega worldwide Logistics LLC , Dubai, UAE

June 2013 – June 2023

- Providing logistics solution for a global purchase and sale
- Calculate, account and provide information about the shipment statistics; weight, destination, quantity, type, charge etc
- Forecast customer needs to enhance offering and competitiveness
- Review better ways to approach problems through synthesizing and recognizing the problem information,
- Liaising and negotiating with suppliers, manufacturers, retailers, consumers and Shipping Lines
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments
- Preparing shipment reports for individual customers for their easy and quick tracking of their shipments
- Preparation of Bill of Lading document
- Planned and supervised shipments from production to end-user and scheduled daily and weekly routes
- Handled high-volume paperwork and collaborated with respective department to resolve invoicing and shipping problems


Finance Administrative Officer


Drukar Construction Pvt Ltd, Bhutan /

April 2012 – Jan 2013

- 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



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 Dubai , UAE

KEY SKILLS

Excellent customer Service

Team work

Adaptability

Strong Work Ethic

Time Management

Critical Thinking

Handling Pressure

Leadership

SOFT SKILLS

Fresa Gold Cloud

Microsoft Excel , Word ,
Power point

PDF Editor

ACHIEVEMENTS

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

EDUCATION

Bachelors of Commerce
(Accountancy Honors)
North Bengal University , India
2008-2011

LANGUAGES

English

Nepali

Hindi

Dzongkha