

CURRICULUM VITAE

Bhola Tamang

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Objectives:

Seeking a career at a reputed organization for a suitable position and being a part of highly productive and responsive team, by effectively using the conceptual skills and knowledge gained through my experience to benefit the organization and myself.

I hope my skills and experience would make great contributions to your organization. Therefore, I appreciate the opportunity to discuss my qualification for this position in greater details with you personally at your earliest convenience.

Professional Profile:

- Very details result oriented, organization and efficient individual.
- Excellent communication skill in English, Hindi and Nepalese, verbal and written.
- Able to deal with all levels of individuals.
- Hardworking and dependable individual, self-motivated and able to work in group.

Knowledge and Skills:

- Dealing with clients and customers through different media.
- Handling of telephone calls, Fax machine and corresponding to emails.
- Dealing with all level of personalities.
- Possessing an excellent communication skill.
- Computer literate on MS office
- Honest fast learner and responsible.
- Assertive and can easily relate to people at different level.

Personal Data:

Gender: Male
Date of Birth: 17 June 1983
Place of Birth: Nepal
Height: 5'7"
Civil Status: Married
Religion: Christian
Driving License: Valid U.A.E. Motorcycle Driving License.
Language Proficiency: English, Nepali, Hindi and Partial Arabic.
Passport No.: 08150589
Issue Date of Passport: 30 November 2014
Expiry Date of Passport: 29 November 2024

Education Background:

Completed +2 from Higher Secondary Education Board of Nepal (Universal College) in 2005.
Completed S.L.C. under Ministry of Education and Sports Nepal (Universal Academy) in 2000.

Employment History:

Himalayan Envpro Treks and Expedition (P) Ltd. Putalisadak, Kathmandu, Nepal.
Reservation Manager (15 July 2003 – 10 October 2010)

Duties at Himalayan Envpro Treks and Expedition (P) Ltd.

- Processing reservation through email, fax, email and other means as per client's requirements.
- Re-confirming the reservations with hotel reservation personals.
- Receiving the guests at the Airport on arrival and seeing them off at the time of departures.
- Cancellations and modification of the reservation made.
- Preparing documents for the front office use.
- Working extra time for the benefit of the company without hesitation.
- Updating of TTL with Airlines and Hotels.
- Solving the problems calmly during overbooking.
- Keeping updates of Hotel tariffs and Airline fares.
- Guiding the tours during high seasons in lack of guides.
- Introducing clients about other excitement and adventure ideas rather than planned or tailored as option during leisure.

Al Jaber Coin Security LLC. Abu Dhabi, UAE
Security Officer (17 November 2011 – 05 June 2016)

Duties at Al Jaber Coin Security LLC.

- Greeting and assisting the customers and visitors at the reception.
- Coordinating various calls and passing information to Police if needed.
- Providing protection to client's property, information and customers.
- Handling control room operations and monitoring the activities via CCTV.
- Maintaining safety and preventing hazards to occur at the sites.
- Keeping records of visitors and vehicles in the log books.
- Organizing fire drills and building evacuation programs.
- Guarding and patrolling of the sites to ensure safety.
- Attending safety trainings and other activities provided by the company.

Fast Food Services LLC. (Burger King) Abu Dhabi, UAE
Motorbike Delivery Rider (28 August 2016 – 28 October 2018)

Duties at Burger King

- Assisting the coordinator to check location as per the customer's orders.
- Delivering the food as soon as possible to keep good Speed of Service (S.O.S)
- Greeting the customer upon the arrival and maintaining SOP while delivering orders.
- Reporting daily point of action (POA) to the store manager.
- Keeping good relation with the customers and luring them to place orders in near future.
- Working as a team member for the better benefit of the organization.

Zomato, Abu Dhabi, UAE

Motorbike Delivery Rider (18 December 2018 – 01 June 2018)

Fleet Supervisor (01 June 2018 – 31 August 2020)

Duties and Responsibilities at Zomato:

- On-boarding and training the new Delivery Partners.
- Organizing meet and greet events with Delivery Partners as per the required subjects.
- Maintaining and following up of daily logs of Delivery Partners
- Patrolling different clusters for inspection on Hygiene, Grooming and Department of Delivery Partners as well as Inventories i.e. Motorbike and Bikes regularly
- Performing mystery checks on Delivery Partner's devices to ensure that the right Delivery Partner is using the right Runner or Hurrier Application and briefing them to uninstall application that effects these Applications.
- Following up with Delivery Partners failing to deposit the CODs on time
- Raising and updating the issues and progress on field to the Management and vice versa with Delivery Partners.
- Paying visits to the merchants to ensure operations are smooth, playing a neutral role during disputes between merchant and Delivery partner to solve it.
- Approaching the newly opened merchants with company's benefits and forwarding the merchant details to management for further details.
- Collecting payment cheques and payments from the merchants and handing it over to management accounts.
- Organizing distribution of promotional and advertisement products to merchants and publics for the growth of company's business.
- Assisting the Delivery Partners during an accident or other emergencies
- Ensuring all the Delivery Partners are using Face Mask, Gloves and Sanitizers during the COVID-19 Pandemic

Zone Multiverse, Abu Dhabi, UAE

Fleet Supervisor for Talabat, Abu Dhabi (31 August 2020 – 05 Feb 2021)

Delivery Hero Talabat, Abu Dhabi, UAE

Rider Quality Support (07 February 2021 – 01 March 2022)

Duties and Responsibilities at Delivery Hero Talabat:

- Checking the Heros on field and assisting them as required.
- Patrolling to various partner locations to ensure SOP is followed by the Heros.
- Inspecting uniforms, official assets and gears provided to the Heros and ensuring they are up to standards.
- Checking company bikes and boxes which has to be hygienic and clean at all times.
- Educating and guiding the Heros to comply COVID and PPE guidelines during the pandemic.
- Inspecting grooming and personal hygiene of the Heros.
- Motivating Heros to improve performance on field regarding AR, RCR and DT.
- Checking the documents and PCR tests of the Heros frequently to avoid fake IDs.
- Following up vendors for previous days issues progress.
- Assisting Heros during accidents and reporting to the Team leader.
- Guiding Heros and vendor on updated and new policies of the company.
- Escalating details of the heros not following company SOP and taking action accordingly
- Updating weather reports and obstacles faced in the field to the vendors and Team.
- Serving the community when required.

Lyve Global, Abu Dhabi, UAE

Planning and Performance Coordinator (24 March 2022 – 11 July 2022)

Duties at Lyve Global

- Monitor fleets performance.
- Organize necessary training for the fleet.
- Monitor teams SOP, KPI and SLA
- Monitor procedures to ensure on-time delivery, customer satisfaction and consistency
- Organize resources so that deliveries and services are carried out in the utmost efficient and timely manner possible.
- Resourcefully solve any issues that arise and seize control of any problematic situation
- Organize onboarding and off-boarding of team as per the organization's requirement.
- Update weekly performance reports to the line Manager.

Trainings, Workshops and Awards:

- Basic Security Guard Training from National Security Institute, Abu Dhabi in 2011.
- Essential Food Safety Training from Abu Dhabi Food Control Authority, Abu Dhabi in 2017
- Participated in workshop held by ITC HQ, AUH on usage of PPE in 2022.
- Awarded best Patroller of the year (2021) Delivery Hero Talabat, U.A.E.

Strengths:

- Dedicated to my work and responsibilities.
- Fast learner and creative.
- Innovative and Confident.

Declaration:

I hereby honestly declare that all the details given above are correct to the best of my knowledge.

Thank you

Bhola Tamang