

Samichhya Thapa

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EDUCATION

B.A. International Affairs, University of Colorado Boulder
Minor in Spanish

May 2019

Sustainability, Universidad Veritas, IS Abroad, Costa Rica
Spanish

September - December 2018

NEED-BASED & CUSTOMER SENSITIVE COMMUNICATION

Independent Contractor, Lyft, Boulder & Denver, CO

December 2019 - Present

- Provided tailored 5-star rated customer service to diverse passengers by ensuring they feel safe and welcomed
- Reliable and responsible for safely getting over 250 passengers to their destination
- Practiced compliance with company, state & federal regulations e.g. sexual violence prevention in alliance with RAINN

Scheduler, Boulder Community Hospital

September – November 2019

- Served as first point of contact and identified the best way to facilitate customer service sensitive to client's situation while ensuring confidentiality and cultural sensitivity
- Quickly adapted and excelled in a dynamic and high-pressure environment, amidst transition to an entirely new computer operating system
- Compliant with HIPAA regulations and confidential information
- Routinely acquired up-to-date information and communicated with various departments to ensure patients are accurately informed
- Managed various forms of incoming communication

Peer Advisor, Office of Financial Aid, University of Colorado, Boulder, CO

July 2016- April 2019

- Utilized strong communication and team work skills to provide exceptional customer service and promote a productive and harmonious work environment
- Handle sensitive financial information while complying with regulations on an institutional and federal level
- Schedule walk-in or phone appointments for students and parents in order to learn about their financial aid
- Advised students and parents over the phone with any questions about the financial aid process and provided up to date knowledge to students and parents about FAFSA

Student Assistant, Office of Information Technology, Boulder, CO

October 2014-December 2015

- Provided emergency technical assistance for classrooms in over 90% of CU's campus buildings
- Responsible for clear and timely communication with all customers before and after provision of service
- Communicated promptly with team members as well as supervisors in order to ensure efficiency with high-priority cases

EVENT ORGANIZING & OUTREACH

Office Assistant

June-July 2019

Colorado Graduate School of Banking, Broomfield, CO

- Assisted with organizing two-week event that hosted 490+ banking students of various backgrounds from across the U.S.
- Navigated student and professor needs for room & board, meals, transportation, information & technological support in classrooms to ensure smooth operation
- Strategic problem solving of arising issues by acting promptly and efficiently in collaboration with supervisors
- Responsible for cataloguing financial & identification information, filing and inventory

Planning Community Member

August 2017- April 2018

Conference on World Affairs, Boulder, CO

- Collaborated in a team of 6 members to finalize a subset of 100 panelists and speakers
- Researched and reached out to potential panelists who displayed expertise and interest in international affairs

Brand Ambassador

August 2015- January 2016

The Red Bulletin Magazine, Boulder, CO

- Assisted leaders with organizing social events by connecting with organizations on campus and in the community
- Collaborated with various fraternities, athletic teams and events on campus to advertise The Red Bulletin
- Obtained over 100 new member subscriptions for The Red Bulletin by engaging in relational conversations and educating/informing customers about the product

FOSTERING SUSTAINABLE CONNECTIONS

Publicity Manager Intern

September 2019 – January 2020

Chai for Charity, Lafayette, CO

- Assisted in raising brand awareness for non-profit through management of various social-media platforms
- Produced value-based content that aligned with organization's mission of empowering local non-profits by building supportive relationships

Student Ambassador

March 2017

Conference on World Affairs

- Acted as a liaison between CWA panelist and speaker Laurence Brahm by connecting individual to interest-aligned resources in the community

- Facilitated networking between panelist and various local organizations by organizing transportation, scheduling appointments and ensuring management of daily communication.

SKILLS

- Language:
 - English, Nepali, Hindi, Spanish (Conversational)
- Microsoft Office, WordPress, Cisco Finesse