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| SusaN khanal | Farrer, ACT  0452594412  Susankhanal13@gmail.com |

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|  | **Professional Summary** |

Passionate customer service expert with a customer-first mindset. Proven ability to address inquiries, resolve issues, and enhance shopping experiences. Strong communicator and team player ready to elevate customer satisfaction.

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|  | Experience |

## Customer Service Representative| Scentre Group, Westfield Sydney

### july, 2023 – Nov, 2023

* Provided top-notch customer service by welcoming and assisting visitors at Westfield Sydney, ensuring a positive and memorable experience.
* Demonstrated expertise in efficiently managing valet parking services, including parking and retrieving vehicles, minimizing wait times, and ensuring vehicle safety.
* Utilized strong communication skills to greet and assist customers, answer inquiries about stores, promotions, and services, and provide clear directions within the shopping center.
* Worked collaboratively with a diverse team of concierge and valet parking professionals, ensuring smooth operations and excellent service delivery.
* Easily adapted to changing priorities and high-pressure situations, ensuring a consistently positive and efficient customer service experience.

## Cafe Team Member | Barefoot on the Beach, Cronulla

### may, 2023 – July, 2023

* Collaborated with a diverse team to provide excellent customer service
* Took customer orders, processed payments, and delivered orders promptly, maintaining high levels of accuracy and efficiency.
* Managed busy periods effectively, prioritizing tasks and multitasking to minimize customer wait times.
* Actively engaged with customers, addressing inquiries, resolving issues, and creating a welcoming atmosphere.
* Assist in restocking and replenishing inventory as needed

## Cleaner | Glad Group-Westfield Sydney, Town hall

### December, 2022 – July, 2023

* Maintained a clean and organized environment within Westfield Sydney, ensuring a pleasant shopping experience for visitors and customers.
* Engaged in courteous interactions with shoppers and provided assistance when needed, enhancing the overall customer experience.
* Responded promptly to ad-hoc cleaning requests and spills, minimizing potential hazards and maintaining a safe environment.
* Actively engaged with visitors by providing directions and information about stores and services, showcasing a customer-focused mindset.
* Worked closely with the management team to promptly report maintenance and repair needs, ensuring the upkeep of facilities.
* Collaborated with fellow team members to efficiently complete cleaning tasks and uphold high cleanliness standards throughout the mall.
* Adapted cleaning procedures to accommodate special events and peak shopping hours, contributing to a positive and inviting atmosphere.
* Participated in training sessions with SCENTRE GROUP to enhance cleaning techniques and safety protocols, contributing to a well-trained and efficient cleaning team.
* Demonstrated a strong work ethic and reliability by consistently fulfilling cleaning duties, even during busy periods.

## IT Internship | Agate IT, Parramatta

### August, 2022 – December,2022

* Managing users on Office 365, Active Directory and Azure AD
* On-site work: Managed servers, set up servers, replaced network adapters with SPF+ modules for 10Gbps transmission rate, performed hard drive replacements.
* Worked with various router and switch products such as Juniper SSG140, SSG550, TPLink, HP, HPE, Dell.

## Customer Service & Supervising | Cronulla Fruitland, Cronulla

### February, 2020 – December,2022

* Worked as all rounder and maintaining the each and every day workflow.
* Took product orders from customers, preparing and collecting payments.
* Worked front counter, back of the sales and every sector of the business.
* Managing staff and directing them according to proper working instructions
* Customer service and answering queries.
* Managing stock in the cold room as per the facility regulation FIFO.
* Unloading truck and cold room management with respect to new and previous stock preventing the damage of the goods.

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|  | Skills |

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| * Good and fluent communication skills * Proactive and able to adapt quickly * Active listening and able to follow right instructions * Familiar with technology required to use in the workplace. * Ability to work in fast paced environment. | * Fluent in English, Hindi, Nepali Language. * Working knowledge of customer service/customer management * Able to interact and have a good conversation with any customer |

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|  | Education |

## Bachelor of Information Technology | King’s Own Institute, Sydney

### March,2021 – NOVEMBER, 2022

* Graduated achieving High Distinction and the least achieved grade is Distinction awarding me the Academic Excellence Certificate

## Bachelor of Networking | Melbourne Institute of Technology, Sydney

### March,2020 – November,2020

* Completed two semester with Networking major.
* Achieved Distinction and High Distinction in all subjects

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|  | References |

Available upon Request