

# Hello

## I'm Ankita Kaushik

Auckland, New Zealand  
(+64) 2109053789  
ankita.kaushik62@gmail.com

## Professional Summary

Results-driven Computer Science graduate with strong organizational and communication skills seeking to transition into administrative role. Proven track record in customer service, process improvement, and team collaboration. Experienced in managing multiple tasks efficiently while maintaining attention to detail and delivering quality outcomes.

## Skills

- Excellent verbal and written communication abilities.
- Problem-solver & Multi-tasking
- Highly organized and hard working
- Teamwork oriented and time management
- Decision making and strong attention to details
- Experience maintaining customer databases and transaction records
- Process improvement - Contributed to website enhancement and operational efficiency initiatives
- Customer relationship management - Consistently delivered excellent customer service across multiple roles
- Advanced computer skills including database management and system navigation, Ms-office, Ms-Excel

## Experience

June 2024 - Nov 2024

### **Posmate, Auckland** – *Support & programmer*

- Managed customer inquiries and technical support requests, successfully resolving 95% of issues within first contact through systematic problem-solving and clear communication
- Collaborated with development team to enhance user experience on company's in-house website, contributing design improvement suggestions that increased user engagement
- Actively participated in team meetings and strategic discussions for future platform enhancements, providing technical insights and user feedback analysis
- Maintained detailed documentation of customer issues and resolution processes, improving team efficiency and knowledge sharing
- Coordinated between technical and customer service teams to ensure seamless problem resolution and service delivery

Feb 2024 - March 2024

### **Wicked Chicken (Hamilton NZ) – *Front of House***

- Provided customer service to customers by inputting orders, processing credit and cash transactions, and responding to questions and concerns.
- Kept customer and food preparation areas clean and well-organized.
- Helping in the kitchen with dishwashing or sometimes in preparing or making the food, such as fries or fried chicken.
- Complied with safety and sanitation guidelines to maintain the health and well-being of customers and other staff.

Jan 2023 - May 2023

### **Juicy Cafe (Bilaspur, India) – *Cafe Assistant***

- Completed food orders with the correct relishes and garnishes.
- Wrapped and bagged customer orders for take-out service.
- Washed dishes, serving utensils and cooking implements using correct procedure.
- Prepared sandwiches and salads for sale to customers.
- Coordinate and supervised kitchen operations to deliver delicious, quality food.

## **Education**

June 2015 - May 2019

### **O.P Jindal University, India – *Bachelor in Computer Science***

## **Visa Status**

### **Open Work Visa (valid until August 2026)**

- No sponsorship required
- Eligible for 3-year renewal upon expiry
- Authorized to work for any employer in New Zealand

## **REFEREES**

**Available upon request**