

Darshan Paudel

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Education

Sydney, Australia

Bachelor in Information Technology, Skyline International College

Proficient in optimizing organizational efficiency through the design, implementation, and maintenance of IT systems and networks. Skilled troubleshooter with a focus on minimizing downtime and enhancing productivity. Well-versed in a variety of IT tools and platforms, including networking, databases, and cybersecurity. Strong communicator and collaborator dedicated to staying updated on industry trends.

Professional Experience

December 2022 – present

Barangaroo, Sydney,
Australia

ISS, Cleaning

Proficient in maintaining cleanliness and sanitation standards in various settings. Skilled in performing tasks such as sweeping, mopping, vacuuming, and disinfecting surfaces. Experienced in adhering to safety protocols and using cleaning equipment efficiently to ensure a hygienic environment.

I am currently working at Crown Sydney through ISS, where I specialize in detailed cleaning, bulky cleaning, waste area maintenance, internal and external cleaning, as well as specific areas like gaming, bar, restaurant and carpark upkeep.

2022 – 2023

Drummoyne Sydney,
Australia

IGA, Customer Service

In my previous role in customer service, I developed exceptional communication skills through interacting with clients on a daily basis. I learned to actively listen to customer concerns, address their needs promptly, and provide effective solutions to ensure their satisfaction. Handling various inquiries and resolving issues taught me problem-solving skills and the ability to remain calm under pressure. Additionally, I honed my teamwork abilities by collaborating with colleagues to deliver consistent and high-quality service. My experience in customer service has equipped me with the proficiency to handle diverse customer interactions and uphold the reputation of the company.

2022 – 2023

Redfern, Sydney, Australia

Fish Bowl, Kitchen Assistant

Proficient in supporting kitchen operations by assisting with food preparation, dishwashing, and maintaining cleanliness. Skilled in following recipes, stocking inventory, and organizing kitchen supplies. Experienced in adhering to food safety regulations and working effectively as part of a team to ensure smooth kitchen functioning.

Skills

Communication Skill

Adept communicator with strong interpersonal skills, capable of effectively conveying ideas and information in various formats. Skilled in active listening, articulating thoughts clearly, and fostering positive relationships with colleagues and clients alike. Proficient in written and verbal communication, with a keen ability to adapt to diverse audiences and situations.

Costumer Service

Strong Communication
Empathy
Problem-Solving
Patience
Adaptability
Product Knowledge
Time Management
Conflict Resolution
Positive Attitude
Attention to Detail
Multitasking
Computer Proficiency
Teamwork
Follow-Up
Resilience

References

Diana Apostolovski, Cleaning, ISS
0484347098