



Manjeet Panwar

EXPERIENCE

February 2023 – Current

Customer Champion | One NZ | Christchurch & Palmerston North

- Built relationships with customers to ensure repeat business.
- Resolved customer complaints promptly and effectively.
- Provided detailed product information to customers as requested.
- Assessed customer needs through active listening techniques.
- Provided training support to new staff members on best practices for delivering exceptional customer service.
- Consulted with customers to resolve service and billing issues.

April 2022 – February 2023

Customer Champion | Vodafone NZ | Palmerston North

- At Vodafone, I learned so much about customer service and finding the right solution for all different kinds of customers.
- Selling solutions that are future proof and matches customer needs is what I enjoyed the most while working at Vodafone.

October 2021 – March 2022

Front of the House | The Cosmopolitan Club | Palmerston North

- On top of taking orders, my other key responsibilities were doing deserts and toasties.
- Cleaning was also required at the end of every shift.
- I also helped with customer queries about food and make sure all the health and safety protocols were followed especially due to COVID.
- I also train new staff.

October 2018 – January 2019

Grocery and Trolley Assistant | Pak n' Save | Palmerston North

- My responsibilities here was to do grocery and move trolleys from the parking lot to the trolley stand.
- Other responsibilities included was helping customers with their inquiries.

July 2014 – October 2018

Reception and Kitchen Hand | Bombay Masala | Palmerston North

- My responsibilities here was to take orders from customers in person or on the phone, cash handling, doing deliveries and preparing a few of the entrée.
- Cleaning the benches and work area was also required.

EDUCATION

December 2023

Diploma in Science | Computer Science

University of Canterbury, Christchurch, NZ

- Pursued a comprehensive two-year curriculum in Computer Science at UC, specializing in diverse subjects including Game Design and Astrophysics. Proficiently mastered coding languages such as Python, Java, C++, C#, HTML, JavaScript, and PHP. Acquired substantial expertise in game development within the Unity platform.

December 2018

High School Diploma

Palmerston North Boys' High School, Palmerston North, NZ

- Graduated with Excellence and Merit endorsements in Level 1 and Level 2, respectively. In Level 3, I prioritized hands-on experience through participation in the Trades Academy program offered by the school.

ACTIVITIES

I love hitting the gym, exploring my artistic side through painting, and soaking up the great outdoors with hiking. Lately, I've been delving into the world of music by learning to play the violin—a challenging yet rewarding journey! And when I'm indoors, I also enjoy the hands-on fun of building PCs and gaming.

REFERENCES

- Jessica Mangos (One NZ - Area lead) jessica.mangos@one.nz
- Chelsea McIndoe (One NZ - Area lead) chelsea.mcindoe@one.nz
- Desiree Garrigan (The Cosmopolitan Club - Manager) desiree@pncossieclub.co.nz
- Glen Wells (Pak n' Save - Store Manager) glenn.wells@pns.co.nz
- Ram Singh (Bombay Masala - Owner) singh_ram3515@yahoo.com



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SUMMARY

As a highly motivated individual, I exhibit a strong enthusiasm for learning new skills. Despite limited work experience, I eagerly seize opportunities to expand my knowledge base. Previous roles in hospitality and retail have equipped me with confidence and invaluable competencies. Proficient in transaction processing, cash handling, register operation, and data management, I consistently ensure seamless customer interactions. By adeptly addressing customer requests and resolving issues, I maintain a high level of customer satisfaction. Having recently completed a diploma in computer science, I am now seeking a fresh challenge to further enhance my skills and contribute effectively.

SKILLS

- Computer Proficiency
- Leadership
- Conflict Resolution
- Information Security
- Product Knowledge
- Security Protocols
- Software Development
- Web Development
- Problem-Solving Skills
- Mobile Application Development
- Technical Documentation
- UX Design Principles
- Scrum
- Testing and Deployment
- Fluent in Python, Java, JavaScript, C++, C#, HTML, SQL workbench
- Troubleshooting and Resolution