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# ARBIN MAHARJAN

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## PROFESSIONAL SUMMARY

Trustworthy Certified Shift Manager with talents in quality assurance, operational improvements, and money management. Specialties include operating cash registers, translating duties to crew and maintaining and clean and organized work space. Adaptable and service focused with strong leadership skills. Customer-oriented Certified Shift Manager with a passion for coaching and teaching new employees. Responsible, reliable, and dedicated to delivering exceptional customer service. Proficient Shift Manager knowledgeable about scheduling, money handling and team management. Adept at handling all areas of operations. Eager to develop and advance professionally into a more challenging position. Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

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## WORK HISTORY

**Certified Shift Supervisor**, 12/2022 - Current

[Hungry Jack's](#) – 60 Jenke Cct, Kambah ACT 2902

- Evaluated performance, adjusted strategies, and maintained agile, sustainable operations.
- Modernized and improved operational procedures to increase productivity and profitability while tightly controlling costs.
- Assigned tasks and responsibilities to each employee on shift.
- Worked closely with team members to schedule breaks and shifts to meet state regulations.
- Reduced process bottlenecks by training and coaching employees on practices, procedures, and performance strategies.
- Improved team efficiency by streamlining shift handover processes and implementing clear communication strategies.

**All Rounder**, 12/2022 - Current

[Yarralumla Gallery and Oaks Brasserie](#) – 36 Robert Boden Grove Yarralumla, Canberra 2600

- Proven ability to learn quickly and adapt to new situations.
- Greeted and welcomed guests, ensuring a friendly and professional first impression.
- Accurately took food and beverage orders, communicated with kitchen staff, and ensured timely service.
- Delivered meals to tables, checked in with customers, and provided attentive follow-up to ensure satisfaction.
- Managed table bookings, both walk-ins and reservations, using the café's booking system to maximise table turnover.
- Maintained a clean and organized dining area, promptly clearing and resetting tables.
- Resolved customer queries and concerns professionally to enhance guest experience.
- Collaborated with team members during busy periods to maintain smooth and efficient service.

**Crew Member**, 09/2022 - 08/2023

**Waves Car Wash** – Phillip, ACT

- Demonstrated strong multitasking abilities, handling multiple orders simultaneously without compromising quality or efficiency.
- Provided friendly, efficient service and improved customer satisfaction by addressing inquiries and resolving issues promptly.
- Engaged directly with customers, offering car wash packages and upselling services based on their needs.
- Took on sales responsibilities, recommending premium services and products to increase daily revenue.
- Worked well with teammates and accepted coaching from the management team to improve team performance.
- Collaborated closely with team members to complete orders in a fast-paced environment.

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## EDUCATION

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IT, Expected in 07/2026

**Crown Institute of Higher Education** - Level 1, Tenancy 2/5 Fussell Lane, GUNGAHLIN, ACT

Diploma Graduate: 07/2024

**University of Canberra** - Bruce, Canberra (Completed Diploma)

+2 Level: 01/2021

**National College of Computer Studies** - Paknajwol, Kathmandu

Passed School Level: 01/2019

**Aastha Vidhya Mandir** - Chamati, Kathmandu

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## SKILLS

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- Creative, energetic and lateral thinker, neat and tidy, enthusiastic and quick learner.
- Self motivated.
- Effective Communication Skills developed through daily face to face interactions with customers.
- Strong knowledge in Computer (MS-Office)
- Able to work under pressure.
- Ability to work independently as well as take direction from others and perform effectively.
- Efficiently manage own workload.
- Ability to work within a team and contribute to tasks to achieve organizational objectives.

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## LANGUAGES

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**Nepali**

**English**

**Newari**

**Hindi**

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## CERTIFICATIONS

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- First Aid
- Fire Training
- ServSafe International
- Food Safety Supervisor(FSS)
- BMT / Shift Running Excellence (SRX)
- Training, Empowerment, And, Mentoring(T.E.A.M)
- Foundation Of Shift Management

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## REFERENCES

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- Sulochana Maharjan