

PROFESSIONAL SUMMARY

Efficiency-driven and highly dedicated with 3+ years of experience in a fast-paced retail environment. Customer satisfaction driven, meticulous and prolific in communication with advance knowledge in Information technology and products. And a recent IT graduate looking for a full-time role.

SKILLS

POS Systems	Retail Store Support
Order Fulfillment	Report Preparation
Money Handling abilities	Good listening Skills
Sales	CSS3
JavaScript	Knowledge in IT
HTML 5	

WORK HISTORY

Customer Service Representative (Officeworks, 640 Military Road, Mosman, NSW, 2088. Since April 2019.)

- Responding to customer queries regarding products, services and information.
- Working towards KPI's and achieving daily targets.
- Answer customer telephone calls promptly.
- Educate customers on promotions to enhance sales.
- Working in all departments like POS, Technology and Print and Copy department.
- Working and troubleshooting with different hardware and software technology.
- Assisting customers by providing resolution to their problems.
- Work in fast-paced environment to assist external and internal customers.

Customer Service Team Member (Woolworths, 43-51 Grosvenor St, Neutral Bay, NSW, 2089. From April 2017 to Jan 2020).

- Liaised with customers, management and other team members to understand customers need and provide solutions.
- Rotate roles to better understand the different aspects of the departments and organisations goal.
- Keeping knowledge on different products.
- Achieving targets and practicing healthy competition within the organisation.
- Keeping track with the work goals and targets.

EDUCATION

Master of Applied Information Technology. (Victoria University, Graduated in December 2019)

- Software development and Networking
- Thesis: Cloud based Application in Mobile Devices (mobile application development).
- Advance projects in web application
- Knowledge in Application development (Android Studio)

Bachelor's in Business Administration. (Apex College, Pokhara University)

- Different core concepts of Businesses and finance
- Majors in Marketing and Finance.
- Studied organizational behaviors and HRM.

REFERENCE

On Request