

**Niraj Amatya**  
9/6 Orpington Street  
Ashfield, NSW 2131  
0421883784 (Mobile)  
[amatyaraj@gmail.com](mailto:amatyaraj@gmail.com)

## **Objective**

To obtain an IT entry-level position within an organization that offers me a consistently positive atmosphere to learn new technologies and help me grow as a professional while making a valuable contribution to the company.

## **Educational History**

1. **ACS Professional Year program for IT**  
Since, May 2012 till now  
Performance Education Pty Ltd, Sydney, NSW.
2. **Master in Information System**  
Year completed- 2008 to 2010  
Central Queensland University, Sydney, NSW.

### **Major Achievement**

- Data Mining- High Distinction
  - Digital Telecommunication and Networks- High Distinction
  - Database Development and Management- High Distinction
  - Knowledge Management- Distinction
  - Security, Ethics and Electronic Commerce System- Distinction
3. **Bachelor of The Fashion Design (B.F.D)**  
Year completed- 2003 to 2006  
Namuna College of Fashion Technology, Kathmandu, Nepal.

## **Career History**

Dates of Employment- 2009 till date  
Company- Bunning Warehouse, Ashfield, NSW, Australia  
Job Title- Customer Service

Bunnings Warehouse is Australia's largest household hardware chain with stores in Australia and New Zealand, owned by Westfarmers Limited.

### **Key Responsibilities**

- Respond to and investigate customer inquiries, concerns and issues via phone and email in courteous, efficient and timely manner.
- Answer customer queries in excess of 100 per day, face-to-face.

- Provide answers to inquiries relating to products, order status, shipments and any other questions that may arise.
- Facilitate satisfactory resolution to customer complaints.
- Communicate with vendors regarding products and orders from time to time.
- Place customer and vendor orders efficiently and accurately.
- Communicate effectively with the General Manager and the Sales Team, informing and updating them regularly to guarantee that sales and customer objectives are met.
- Understand and appropriately use the company pricing system and policies.
- Follow systems and procedures outlined in company manuals.
- Participate as a key team player by supporting operations as needed.
- Maintain departmental housekeeping standards.
- Actively participating in Stock take, every six month and delivering desired outcome.

### **Technical Skills**

- Knowledge of troubleshooting and maintaining PC and Desktop application.
- Installing software application.
- Securing IT networks.
- Operating systems: Windows, XP and Mac OS X.
- Software: MS Office 2007, MS Project, Adobe Dreamweaver and Adobe Photoshop and CorelDraw.
- Capable with use of all applicable office and business equipment and machines.

### **Key Personal Attribute**

- Able to communicate clearly and effectively and at the appropriate level with various types of people (i.e. with senior managers, colleagues and the customer).
- Able to work effectively with team or independently to achieve optimal outcome.
- Problem solving skills.
- Flexible and adaptive to change and ability to work in stressful environment.
- Ability to meet deadline.
- Good Time Management.
- Excited, positive and motivated to be involved and get started.
- Quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems.
- Superb ability in client service.

## **Referees**

### **Jasna Sejdinovic**

Co-ordinator/Manager of SKF Department  
Bunnings Warehouse, Ashfield, NSW-2131, Sydney.  
Office: (02) 8799 6500  
Mobile: 0434970776

### **Mitchell Ohlbach**

Operational Manager  
Bunnings Warehouse, Kirrawee, NSW, Sydney  
Office: (02) 8536 0600  
Mobile: 0410648244