

# RISHIKA ARORA

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## SUMMARY

Seeking a challenging opportunity in an organization that recognizes and utilizes my true potential while nurturing analytical and technical skills. An ambitious, hard-working and disciplined graduate with a strong academic and practical background. Good background in Mathematics and Statistics. Thrive on challenging myself with exciting projects with a team consisting of people with diverse knowledge backgrounds. Aspiring IT graduate, confident about present skills and aim to learn more.

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## EDUCATION AND TRAINING

**Certification, Front End Development, In Progress**  
**SheCodes** - Perth, WA

**Masters In IT, Software Development, 12/2022**  
**Southern Cross University** - Perth

**Bachelor of Science, Non-Medical, 05/2019**  
**Punjab University** - Chandigarh, India

**12th Grade, Higher Secondary School, 03/2016**  
**D.A.V. Public School (CBSE)** - Ludhiana, India

**10th Grade, Secondary School, 03/2014**  
**Saint Mahapragya School (ICSE)** - Jagraon, India

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## EXPERIENCE

**Customer Service Representative, 03/2022 - Current**  
**7 eleven** - Perth, WA

- Worked well in team environment as well as independently.
- Demonstrated enthusiasm and strong communication skill, remaining open to learning new things every day.
- Provided assistance to others to complete tasks on time.
- Completed assigned duties and consistently produced high volume of work to support daily business needs.
- Analyzed and prioritized multiple responsibilities.
- Participated in various extracurricular activities to build skills set.
- Assisted department staff by answering phone calls and responding to emails.
- Adhered to strict security protocols to protect data confidentiality.

**Hotel Security Officer, 11/2020 - 03/2022**  
**Site Services** - Perth, WA



## CONTACT

**Address:** PERTH WA

**Phone:** 0466420850

**Email:** rishika.arora901@gmail.com

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## SKILLS

- Report Generation
  - Customer Retention Strategies
  - Data Entry and Maintenance
  - Building Customer Trust and Loyalty
  - De-escalation Techniques
  - Analytical Abilities
  - Understanding Customer Needs
  - Courteous with Strong Service Mindset
  - Creative Problem Solving
  - Efficient and Detail-Oriented
  - Calm and Professional Under Pressure
  - CRM Software
  - Project Management Abilities
  - Adaptive Team Player
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## PROGRAMMING LANGUAGES, TOOLS AND SOFTWARES

- HTML and CSS
- Typescript
- Javascript
- Angular

- Provided friendly and professional assistance to employees, visitors and customers.
  - Monitored building and property entrances and exits to detect intrusions and protect assets.
  - Investigated disturbances and used proportional and strategic responses to handle different types of issues.
  - Analyzed and produced course-of-action reports and escalated issues to management in typical and crisis situations.
  - Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
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- R Language
- Python
- SQL
- Weka
- Tableau
- Project Libra
- Google Web Designer
- Jira and Confluence
- Node-RED
- IBM Watson
- Cisco Packet Tracer

## EXTRA-CURRICULARS AND VOLUNTARY ACTIVITIES

### EXTRA-CURRICULAR ACTIVITIES

- Diligent member of the Curtin Guild at Curtin University.
- Frequently participated in debates and was a member of SAASC (speakers' association and study circle).

### VOLUNTARY ACTIVITIES

- Volunteered as a front staff member and a literary convener of the NSS Society for two consecutive years (2017-2019) and got rewarded with an excellence certificate for the hard work.
- An active member of the Environmental society responsible for conducting various events and participated in the Clean India Movement.
- Executive Head of the Science Society for the academic year 2018/19.
- Active member of the Rotaract Club and ensured wellbeing of the premises for two years 2017-2019.