

Rohit Raj Shrestha

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Portfolio: [Rohit Raj Shrestha Website](#)

SUMMARY

Highly skilled IT professional with a bachelor's degree in business information systems, specializing in stakeholder management, requirement elicitation, and system analysis. Experienced in optimizing business processes to drive operational efficiency and enhance customer satisfaction. Adept at problem-solving and applying business knowledge to deliver value through strategic process improvement and data-driven decision-making. Recognized for strong analytical abilities, communication skills, and a focus on leveraging technology to achieve business objectives.

EDUCATION

Bachelor of Business Information Systems

Canterbury Institute of Management, Darwin, NT

Graduated: May 2024

Professional Year in Business Communications

National Institute of Technology, Australia

September 2024 – September 2025

EXPERIENCE

Customer Service (Customer Check-out)

Woolworths Darwin City, February 2022 – Present

- Delivered exceptional customer service by leveraging excellent communication and problem-solving skills to address customer inquiries and complaints.
- Used critical thinking to manage inventory levels efficiently and conduct stock counts accurately, contributing to smooth store operations.
- Collaborated with team members and trained new staff, demonstrating strong collaboration and mentoring abilities.

- Utilized analytical thinking to efficiently process transactions, returns, and exchanges using point-of-sale (POS) systems, ensuring accuracy and customer satisfaction.

Night Porter

The Cavanagh Hotel.

- Provided excellent customer service and handled late check-ins/check-outs, ensuring guests' needs were met efficiently.
- Responded quickly and effectively to emergencies, showcasing strong problem-solving and critical-thinking abilities.
- Performed financial audits and generated reports on accuracy and attention to detail.
- Collaborated with other staff to ensure seamless hotel operations, demonstrating strong communication and team collaboration skills.

SKILLS

Technical Skills

- **Programming:** HTML, CSS, JavaScript, Dom manipulation.
- **Software:** Microsoft Office (PowerPoint, Excel, Word, Outlook), Visual Studio, Office 365, GitHub.
- **Data:** Data Visualization, Data Modelling and DAX functions (Power BI), Database Technologies (MS Access, MySQL).
- **Design:** UX/UI Designing (Lucid Chart, Figma)
- **Data Management: ETL** Process, Skilled in Extract, Transform, Load (ETL) processes to integrate data from various sources. It can transform data to fit operational needs and load it into destination systems.
- **Business Analysis:** Functional and Non-functional Requirements, SWOT. Experienced in conducting SWOT analysis, market research, creating business models, Requirements Elicitation, and Risk and Quality Management.

ACADEMIC PROJECT

Information Systems Project

- **Analysis & Design:** Conducted thorough requirements analysis and developed system architecture and database (ERD). Applied stakeholder analysis to ensure project alignment with

business objectives and utilized SWOT analysis to identify potential strengths and weaknesses in the design.

- **Development:** Collaborated in developing a prototype using SQL, Java, and web development technologies (HTML, CSS, JavaScript). Deployed a website on the Internet.
- **Testing:** Prepared test data conducted system testing to validate functionality and security, and documented results with detailed descriptions and screenshots.
- **Implementation:** Played a crucial role in implementing the system, including coding functionality, integrating components, and ensuring compatibility across different platforms and devices.

PROJECTS

- **Croc Track: Enhancing Public Safety**
 - GovHack 2024 – Team Explorers | **AI/Technology Developer**
- **NT Tourism Platform**
 - GovHack 2024 | **Boosting NT tourism using AI.**

Certification

- ETL Process Using Power BI (Coursera)
- Foundations of User Experience (UX) Design (Coursera)

REFERENCES

Namita Shrestha

Woolworths Front End Manager

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