
Sahil Shrestha

Canberra, ACT 2606

(+61) 416 572 434 | Sahil.stha2003@gmail.com

Summary

Software Engineering graduate with over three years of experience in customer-facing roles, skilled in Microsoft 365 administration, Windows troubleshooting, and high-volume support. Strong communicator who resolves issues quickly and improves user experience. Eager to apply technical expertise and a passion for customer service in an IT support or technician position.

Skills

- Effective Communication
- Client Relationship Management
- Problem Solving
- Attention to Detail
- Team Collaboration
- Time Management
- Adaptability / Can-do Attitude

Technical Skills

- Microsoft 365 administration
- Active Directory and user management (on-premises and Azure AD)
- Basic networking (TCP/IP, DNS, DHCP)
- System setup and configuration (Windows desktops and laptops)
- Hardware and peripheral troubleshooting
- Windows OS troubleshooting
- ERP and POS systems (inventory tracking, transaction processing)
- Web development (HTML, CSS, JavaScript – portfolio site)
- Python and data modeling libraries, capstone project
- Data analysis and visualization (Excel, Power BI)

Education and Training

05/2025

University of Canberra Canberra

Bachelor of Software Engineering in Information Technology

Experience

09/2022 - Current

Koala Living — Canberra, ACT

Sales Representative

- Exceeded monthly sales targets by 20% through expert client consultations, and tailored home design recommendations.
- Cultivated strong customer relationships with proactive follow-ups and personalised service, driving a 30% increase in repeat business.
- Operated ERP and POS systems to track inventory and process orders accurately, reducing stock discrepancies by 25%.
- Utilized Excel and inventory management software to analyze sales data and forecast product demand for seamless logistics.
- Generated over \$1.2 million in overall sales through targeted solution selling and exceptional client service.

08/2022 - Current	Canberra Southern Cross Club — Phillip, ACT Bar Team Leader <ul style="list-style-type: none"> Managed team to ensure seamless service and efficient operations during shifts. Delivered personalized guest experiences by addressing inquiries and feedback effectively. Operated POS and bar inventory systems to ensure accurate transaction processing and stock levels. Coordinated with kitchen and bar staff to maintain service flow and communicate menu availability. Trained new staff in service standards, best practices, and cash-handling procedures.
08/2022 - 08/2022	Tasy Fish market — Woden, ACT Customer Service Attendant <ul style="list-style-type: none"> Delivered friendly and efficient service to customers, ensuring a positive shopping experience in a fast-paced environment. Handled cash and EFTPOS transactions accurately, using POS systems. Assisted with stock rotation, restocking, and maintaining cleanliness according to food safety standards. Communicated effectively with team members to manage busy periods and customer flow. Educated customers on seafood preparation techniques and cooking methods.
02/2022 - 04/2022	F1 Soft international — Lalitpur, Bagmati IT Technical Support Representative <ul style="list-style-type: none"> Provided Level 1/2 technical support for hardware, software, networks, and user devices. Diagnosed and resolved issues involving desktops, laptops, printers, mobile devices, and peripherals. Troubleshoot connectivity problems related to TCP/IP, DNS, DHCP, and Wi-Fi network access. Supported Microsoft 365 applications, including Outlook, Teams, SharePoint, and OneDrive.

Languages		
	English:	Nepali:
	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>
	Full Professional	Native/ Bilingual
	Hind:	
	<div><div></div><div></div><div></div><div></div><div></div></div>	
	Professional	

References	References available upon request.
------------	------------------------------------