

Sahil Shrestha

Canberra, ACT 2606

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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

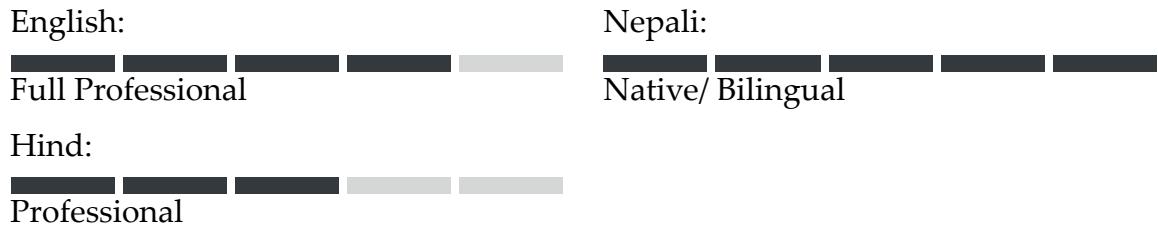
- Exceeded monthly sales targets by 20% through expert client consultations, and tailored home design recommendations.
- Cultivated strong customer relationships with proactive follow-ups and personalised service, driving a 30% increase in repeat business.
- Operated ERP and POS systems to track inventory 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
- 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
- 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
- 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



References

References available upon request.