

# Sahil Shrestha

0416572434 · [sahil.stha2003@gmail.com](mailto:sahil.stha2003@gmail.com) · Phillip ACT, 2606 ·

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## SUMMARY

Passionate and dependable Software Engineering Graduate student who possess in-depth experience of more than 2+ years of customer-facing positions, with outstanding, communication and multi-tasking skills. Proficient in offering effective, technical and administrative assistance, handling digital records and solving service problems at a high tempo. Skilled in Microsoft 365, Google Suite, data entry, point of sale experience. With a great can-do approach to learning and sharing passion for making a better experience by helping others with the use of technology. I am looking forward to working in the capacities of an IT support or technician role where I will get professional improvement along with delivering a positive contribution.

## PROFESSIONAL EXPERIENCE

### Sales Consultant - Koala Living | 2022 Sep - Present

- Consistently exceeding monthly targets through expert client consultation and tailored home design solutions.
- Operated ERP and POS systems to manage stock levels, process transactions, and coordinate logistics for full-house furniture deliveries.
- Managed customer inquiries, complaints, and follow-ups, ensuring customer satisfaction and retention

### Team Leader - Canberra Southern Cross Club | 2022 August - Present

- Led shifts, managing a team to ensure smooth service and efficient operations.
- Coordinated with kitchen staff to keep service flowing and update on food and drink availability.
- Trained new staff members in best practices and service standards.
- Managed bar services, including preparing drinks, handling cash, and ensuring customer satisfaction.

### Tasty Fish Market | 2022 August

- 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.

## PERSONAL PROJECTS

### Cryptocurrency Price Prediction (Capstone Project)

Built a model prediction for crypto prices using python libraries.

### Fitness Tracker App (System Design)

Designed a concept for a cross-platform Health App

## TECHNICAL SKILLS

- |                                      |                                        |                                         |
|--------------------------------------|----------------------------------------|-----------------------------------------|
| • Microsoft 365 Administration       | • Basic Networking (TCP/IP, DNS, DHCP) | • System Setup & Configuration          |
| • Active Directory & User Management | • Windows OS Troubleshooting           | • Hardware & Peripheral Troubleshooting |

## SOFT SKILLS

- |                                  |                      |                       |
|----------------------------------|----------------------|-----------------------|
| • Client Relationship Management | • Problem Solving    | • Attention to Detail |
| • Effective Communication        | • Team Collaboration | • Time Management     |

## EDUCATION & CERTIFICATIONS

- Bachelor of Software Engineering | 2025 | University of Canberra

## REFERENCES

Available Upon Request