

SAMEER FARHAN

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SUMMARY

Motivated and dynamic retail professional skilled in POS systems with 100% transaction accuracy, efficiently serving up to 100 customers per hour. Proven ability to resolve customer concerns quickly and maintain a positive store environment. As a Student Representative at Auckland University of Technology, successfully resolved over 25+ student issues through active listening and collaboration. Committed to delivering excellent service and supporting smooth operations.

WORK EXPERIENCE

New World

Jan 2023 - Present

Trolley and Online Assistant / Checkout Operator

- Served up to 100 customers per hour with 100% POS accuracy, reducing wait times and boosting satisfaction.
- Improved trolley collection and restocking efficiency by 50%, enabling smoother in-store flow.
- Picked and packed 50+ online orders daily, maintaining 98% order accuracy and meeting delivery targets.
- Assisted with promotions that led to a 15% increase in impulse sales during key campaigns.
- Resolved customer inquiries quickly, enhancing engagement and contributing to repeat visits.
- Helped train new staff, reducing onboarding time by 20% and ensuring team readiness.

Auckland University of Technology

2025 - present

Student Representative – Computer and Information Science

- Represented over 300+ students, actively gathering feedback and raising concerns in staff-student meetings.
- Helped resolve 20+ academic or support-related issues, enhancing the learning experience for peers.
- Collaborated with faculty and student services to improve communication and promote student well-being.

EDUCATION

Auckland University of Technology (AUT)

2025 - 2027

Bachelor of Computer and Information Sciences – Software Development

- Serving as Student Representative for the School of Computer and Mathematical Sciences
- Relevant coursework: Programming Principles, Database Systems, Web Development

Mount Roskill Grammar School

Graduated

High School Certificate – NCEA Level 1, 2, 3

- Achieved Excellence in Computer Science and Mathematics
- Ranked 1st in both subjects in final year

ADDITIONAL INFORMATION

- Technical:** Python, SQL, C, C++, POS Systems, Cash Handling, Inventory Management
- Soft Skills:** Problem-Solving, Teamwork, Leadership, Attention to Detail, Communication
- languages:** English, Urdu, Hindi
- Qualities:** Team Player, Leadership, Attention to Detail, Adaptability, Strong Work Ethic
- Accomplishments:**
 - Consistently achieved excellent grades throughout academic career.
 - Earned 1st position certificate for outstanding performance.
 - Received excellent reviews for customer service.
 - Poster selected by an influencer for its design and impact