

YAGNESH PAMBHAR

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OBJECTIVE

Innovative and detail-oriented Master's student in Business Informatics, combining expertise in business strategy, data analytics, and information systems. Passionate about leveraging technology to solve complex business challenges, optimize processes, and drive intelligent decision-making. I am skilled at connecting technical solutions with strategic objectives to create measurable impact.

EDUCATION

Bachelor of Engineering

[2019 - 2023]

- Gandhinagar Institute of Technology, Gandhinagar, Gujarat, India

Master of Business Informatics

[2024 – Present]

- ICL Graduate Business School
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EXPERIENCE

Sales Assistant, The Urban Pantry (Auckland, NZ)

[July 2025 - Present]

- Customer Service:** Demonstrated ability to provide excellent customer service, including greeting customers, assisting with product selection, and resolving customer inquiries.
- Cash handling:** Proficient in handling cash, credit cards, and other forms of payment accurately and efficiently.
- Inventory Management:** Experience with stock management, including receiving, stocking shelves, and rotating products to ensure freshness.
- Multitasking:** Ability to handle multiple tasks simultaneously, such as assisting customers, processing transactions, and maintaining store cleanliness.

Shift Manager, ReBurger (Auckland, NZ)

[Dec 2024 - Present]

- Directed daily shift operations to ensure smooth service, quality control, and timely task completion.
- Supervised and trained team members, fostering a positive and productive work environment.
- Prepared staff schedules, delegated duties, and monitored performance against set targets.
- Handled cash management, reconciled registers, and completed end-of-shift financial reports.
- Addressed and resolved customer concerns, maintaining high satisfaction levels.
- Managed inventory, placed supply orders, and ensured compliance with health and safety regulations

Licenses / Certification's / Vaccination: -

- Certificate of Approval from Private Security Personnel Licensing Authority
- International English Language Testing System (IELTS): - Overall – 6.5 band

- COVID-19 Vaccination: - Fully vaccinated and taken booster dose as well
- National Police Check

Skills

- Exceptional customer service and relationship building
- Quick to learn and adapt to new tasks
- Inventory management and restocking
- Attentive listening and following instructions
- POS operation and cash handling experience
- Flexible and adaptable in fast-paced environments