

# Ishan Jain

0413-184-457 

ishan828@gmail.com 

<https://www.linkedin.com/in/ishanjain08/> 

I am a recent Computer Science graduate with more than 3 years of customer service and retail management experience, by working in environments ranging from a small business to supermarkets and CFC. Passionate about learning and understanding new technologies, leveraging the digital world to create a better tomorrow.

---

## Education

JULY 2016 – SEPTEMBER 2020 (GRADUATED)

**Bachelor of Science (Computer Science)** / University of New South Wales, Sydney

• Introduction to Engineering design and innovation • Information Systems in Business • Computer Vision • Security Engineering and Cyber Security • Object Oriented design and Programming • Database Systems • Strategic Leadership and Management.

---

## Skills

• Technical skills(intermediate) – Java, Python, WordPress (CMS), Machine learning kits, Microsoft PowerPoint, Microsoft Word, Microsoft Excel

• Technical skills(basic) – HTML, CSS, IBM WATSON (for deploying chatbots and machine learning notebooks).

• Attention to detail • Quick learner • Comprehensive in problem solving • Analytical • Willingness to learn and grow • Customer Service • Time management • Conflict Management • Negotiation and Persuasion • Leadership • Team player • Perseverance and Motivation

---

## Experience

AUGUST 2020 – PRESENT

**Online Team Member**/Woolworths

- Quickly adapted to new the role and responsibilities.
- Hand-picking the best products for customers and ensuring the delivery they receive has products of highest quality.
- Efficient in picking and packing in a high-paced environment.
- Received regular praises from Senior managers and team leaders for quick learning and organized working style.

FEB 2020 – AUGUST 2020

**Nightfill Team Member/Woolworths**

- Quickly learned about the role and became a valuable part of the team, started to operate with little to no supervision few weeks into the job.
- Safely operated equipment and dealt with stock whilst following the safety guidelines.
- Efficiently handled heavy lifting tasks on regular basis.

FEBRUARY 2018 – FEBRUARY 2019

**Store Manager/Metro Petroleum**

- Managed a team of 10 members. Acted as the first point of contact for the team in resolving customer queries and complaints.
- Trained new team members for their role and helped them get familiarized with store operations.
- Handled daily sales reporting and banking for the business.
- Performed regular stocktaking and putting through purchase orders for the store.
- Effectively managed store operations and boosted daily sales from ~\$5,000-\$7,000 per day to ~\$17,000-\$20,000 per day over the span of two years by building a regular clientele.
- Provided training to all the team members to use the gas bottle refill equipment by following health & safety guidelines.

JUNE 2017 – FEBRUARY 2018

**Customer Service Representative/Metro Petroleum**

- Interacting and serving 200+ customers in a fast-paced environment, whilst operating the store autonomously.
- Performed regular stock replenishment process.
- Operated gas bottle refill equipment whilst ensuring health and safety guidelines.
- Created and analyzed the sales reports to select best-selling products and develop plans for increasing sales.

DECEMBER 2016

**Shuttle and Loading Zone Assistant/L'Etape Australia by Le Tour de France**

- Worked in pairs and guided the participants with their arrivals at the venue and registration process.
- Liaised with the management crew in handling of event property and participants' inquiry desk.
- Managed participants and volunteers travel between their accommodation and race venue, making sure everything was done in a timely manner.

---

## **Extra – curricular Activities**

• JULY 2017 – DECEMBER 2018

TREASURER, UNSW VEGETARIAN SOCIETY

The club encourages vegetarianism and organizes weekly lunch events to provide affordable food in the university and is open for all.

- Managed and kept track of all the expenses made using the society funds and tabulated the profits and losses incurred at the end of all events. Ensured timely payments were made to our event partners.
- Performed banking on weekly basis and did safe keeping of petty cash float.
- Organized and did event setups to help other society executives.

• FEBRUARY 2017 - DECEMBER 2017

VOLUNTEER VIDEOGRAPHER, BLITZ TV

Arc @ UNSW

Developed technical skills related to video production through involvement in all aspects of the making of entertaining video content for UNSW audience.

- Learned about the planning and writing process for short video content.
- Learned about different stages of video production which included setting up video and audio equipment's.