**Praveen Niroula**

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As a highly motivated and proactive individual with a passion for networking and customer service, I am eager to transition into the educational industry. Although I do not have prior experience in this field, I am confident in my ability to leverage my skills and expertise to excel as an educational professional. With my strong communication and interpersonal skills, tactfulness, and dedication to providing exceptional service, I am confident that I can build strong relationships with students and educators to ensure a positive and successful educational experience.

**Objective**

To obtain a position as an Educational Agent with an educational consultancy where I can utilize my customer service skills and knowledge of the Australian education system to assist students in finding the right education path and grow my network in Adelaide.

**Education**

Master of Information Systems (Ongoing) VIT Adelaide, Adelaide, Australia

Bachelor of Business Accounting (2017-2021) King’s Own Institute, Sydney, Australia

Full (MERN) Stack Developer (2022) Dented Code Academy, Sydney, Australia

**Skills**

* Strong communication and interpersonal skills.
* Ability to provide excellent customer service and build relationships with diverse communities.
* Fluent in English and Nepali.

**Experience**

Customer Service Representative (2017-2023) Coles, RSEA Safety, WorkWear.

* Provided outstanding customer service and assisted customers with inquiries, complaints, and returns
* Collaborated with team members to maintain organized store environment
* Demonstrated expertise in product knowledge and promoted sales through upselling and cross-selling
* Utilized Microsoft Office and data management software to manage customer information and inventory

**Achievements**

* Consistently received positive feedback from customers and supervisors for exceptional service and professionalism
* Successfully resolved difficult customer situations and de-escalated conflicts