



# Roshan Panthi

## IT- Student

### My Contact

✉ panthee.roshan59@gmail.com  
☎ 0406705148  
📍 12 Northumberland Road, Auburn,  
NSW 2144  
🌐 <https://www.linkedin.com/in/roshan-panthi/>

### Professional Skill

- Customer Engagement
- Sales and Promotions Awareness
- Payment Processing (Cash and Credit)
- Payment Processing over the phone
- Refund Handling
- Email Communication
- Phone Customer Service

### Technical Skill

- Microsoft Office Suite
- Packet Tracer
- Server Management
- Hardware/ Software Management
- Troubleshooting and Problem-Solving
- Adobe Photoshop

### Education Background

- **Crown Institute of Higher Education**  
Bachelor of Information Technology  
2023 - In process
- **Victoria University**  
Bachelor of Information Technology  
Completed in 2022 (1st year)
- **Intel Institute [P] LTD. Kathmandu, Nepal**  
Diploma in Computer Application  
2021 - 6 months training Course
- **Viswa Niketan Secondary School**  
Intermediate (+2 level)  
2018 - 2020

### About Me

Dynamic student majoring in Information Technology, bringing excellent communication, time management, and strong work ethics to drive workplace profitability. Proficient in programming, product development, website design and computer skills. Committed to teamwork, customer service, and learning, with a passion for improving services and goods for the betterment of society. Highly ambitious, integrity-driven, and eager to contribute skills to positively impact the public.

### Professional Experience

#### WOOLWORTHS

2022 - Present (Part-time)

Key responsibilities:

- Stock presentation during and after trading.
- Follow company guidelines for effective displays.
- Strong team player and manager under pressure.
- Independent, empathetic, quick learner.
- Skilled in customer interaction and sales.
- Organized material layout and labeling.
- Efficient stockroom management.
- Accurate pricing and inventory maintenance.



#### FANTASTIC FURNITURE

2023 - 2024(1 year)

Key responsibilities:

- Welcome and engage customers, assist with information and decisions.
- Stay updated on sales, payment policies, and security.
- Calculate prices, process payments, maintain records.
- Organize materials for efficiency and proper labeling.
- Collaborate for ongoing customer happiness.
- Understand pricing, maintain accurate signage.
- Securely handle phone payments, process returns.
- Promptly respond to emails and calls, address inquiries professionally.
- Provide product details, recommendations, pricing for satisfaction.



### Side Hustle

Co-host and Social Media Handler for "The Nepali Podcast," managing reach, growth strategies, and utilizing Instagram/TikTok for audience engagement. Our content blends knowledge with a witty and sarcastic take on current topics, driving increased viewership and vibrant online interactions.



<https://www.youtube.com/@THENEPALIPODCAST>