

Sashant Chettri

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Summary

Enthusiastic and dependable professional with strong communication, problem-solving, and interpersonal skills. Committed to providing exceptional customer service experiences by addressing customer needs with patience and professionalism. Quick learner, highly adaptable, and capable of working effectively in fast-paced environments. Dedicated to maintaining high service standards and contributing positively to the team.

Experience

BP - British Petroleum ~ Customer Service Representative (2024 - Present)

- General Upkeep of the Store.
- General Merchandising of the Store.
- Ensuring the smooth inflow and outflow of Customers.
- Hands on experience as a Barista.

Woolworths Group ~ Customer Service Supervisor (2022 - 2025)

- Helping in the sales of the store.
- Ensure store is ready for trading.
- Managing a team of 7-8 members.
- Co-ordinating with the store manager for the smooth functioning of the store.
- Assisting the Service Manager with rostering and merchandising.
- Upkeep of Inventory and monitoring using FIFO Protocol.
- Organising and co-ordinating with brands for merchandising.

Skills

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|--------------------|------------------------|--------------------------|
| • Customer Service | • Cash Handling | • Cash Management |
| • Team Management | • Roster Management | • Sales |
| • Microsoft Office | • Inventory Management | • Stakeholder Management |

Education

Griffith University - Bachelors in Engineering Honours (Electrical and Electronics Engineering)

Library Management System: Designed a Library Management System as part of my project. Designed/Programmed it in C (Programming Language) wherein we could add users, books, authors and export those to a csv or file of our choice using dynamic memory allocation using malloc() and calloc() functions.

Ultrasonic Radar - Tiva C: Designed a Ultrasonic Sensor using a *TI Tiva C Series* microcontroller using Kiel μ -Vision IDE using an Ultrasonic sensor, piezo buzzer and an LCD screen to display the distance.