

TIKA KANDEL.

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KEY STRENGTHS

- High level customer service skill with incoming and outgoing call
- Computer skills including Windows OS, Mac OS, Google, Remedy/Smart IT, and Java , C++(Basic)
- More than 10 years' experience with university-based customer service
- Training, Development, & mentoring

WORK EXPERIENCE

**Monash
University
Clayton
Since 2016**

Service Desk Officer

- Provided technical support via phone, email or service request regarding their software, hardware or account issue.
- Identified priority calls and highlighted potential problems, ensuring that targets are met in line with tight key performance indicators.
- Documented all inquiries within Remedy/Smart IT followed appropriate guidelines, keep record of all the steps followed, and assigned cases accordingly if required.
- Resolving problems upon first contact and referring requests that require application owners or on side assistance to the appropriate teams.
- Recommended and performed actions to correct problems based on knowledge of system. Researched and provided confident, accurate solutions to user problems on a timely basis.
- Diagnose, and troubleshoot issues on PC and MAC via remote assistance to include installations, repair and updates of custom applications, and various other business-related software according to SLA
- Facilitating the optimum function of the help desk by providing the most efficient customer service to our users and will demonstrate knowledge and understanding of IT systems to resolve their issue
- Assist team leader, seniors as required
- Help team member and share my knowledge with team

**Monash
University
Parkville

2010 to 2016**

Senior Store /Procurement officer

- Help customer, vendor and other stakeholder of the university with their day to day purchasing, payment and other enquiries regarding purchasing and payment services
- Help how to use ESS and and store system if requested by customer
- Process purchase orders resulting from requisitions
- Manage and control inventory stock counting / inventory accuracy checks

- Minimise overstocks to maximise availability of working capital
 - Ensure incoming product is receipted and managed appropriately according to company procedure and ensure materials are ready and available upon customer request.
 - Initiate reports regarding outstanding deliveries, investigate likely causes, seek solutions, ensure that the end users are kept informed on the progress of orders and the outcomes of investigations.
 - Use correct procedure and policies for purchasing such as tenders and contract for pricing.
 - Responsible for the cost-effective procurement for goods and consumables requested for store
 - Possess high level customer service and interpersonal skills and the ability to develop and maintain constructive working relationships with customers.
 - Sound conceptual, analytical and problem solving skills in order to identify errors and issues
 - Strong time management, organisational and general administrative skills and experience including the ability to work both independently and as part of a wider team.
 - Ability to work in a team environment
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EDUCATION

- **Diploma and Management**
- **Diploma in IT**

**Melbourne
Nepal**

Reference : - Will be provided if required