

# YAM DANGAR

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## Career Objective

A motivated and driven IT student seeking to explore opportunities to establish a career in the Information technology industry. A disciplined individual with a learning aptitude. Having a thorough and analytical mindset with strong knowledge of technical software solutions namely JavaScript, HTML, CSS, Java.

Core strength is quality coding to achieve required results and provide great user experiences along with strong fundamentals and software knowledge.

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## Key Skills and Experience Summary

- Strong coding skills including html, CSS, JavaScript, Java and the use of GitHub.
- Familiar with C- sharp and dot net core framework.
- Proficient in using management and design tools like Trello and Figma for proper planning and documentation.
- Experienced in using Microsoft 365 applications including Excel, Word, PowerPoint
- Strong written and verbal communication skills demonstrated by serving and interacting with customers to meet their needs and address their issues, whilst working in a customer centric role in retail

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## Education

**Bachelor of Information Technology**  
Victoria University, Sydney

**March 2021 – Present**

**Diploma and Advanced Diploma of Information Technology**  
Australia Institute of Business and Technology, Sydney

**March 2018– March 2020**

**Higher Secondary School, Science**  
**2014–2016**

Capital College and Research Center, Kathmandu Nepal

## Involvements & Achievements:

During my high school years, I served as the Vice-President of the Social Club, where I played an instrumental role in organizing various programs that aimed to tackle social issues. As part of this role, I led and participated in several volunteering efforts such as orientation and farewell programs, blood donation drives, and street cleaning campaigns. One of the most impactful initiatives I was involved in was an awareness campaign on the importance of hygiene and sanitization during natural disasters, specifically in the aftermath of the 2015 earthquake in Nepal. Through this campaign, we aimed to prevent the spread of epidemics and raise awareness about proper hygiene practices. Additionally, we also conducted plantation campaigns in our college locality, demonstrating our commitment to environmental sustainability. My experiences in these initiatives have allowed me to develop strong leadership and problem-solving skills, as well as a passion for making a positive impact in my community.

## Employment History

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### Customer Service Representative

BP, Ashfield

#### Key responsibilities:

- Providing excellent customer service by greeting customers and addressing their inquiries, concerns, and complaints in a professional and courteous manner.
- Operating the point-of-sale system, processing payments, and handling cash, credit card, and other payment methods.
- Communicating with other team members and managers to ensure efficient store operations and customer satisfaction.
- Participating in training and development programs to improve knowledge and skills related to customer service, sales, and store operations.
- Handling customer inquiries and complaints via phone or email and resolving them in a timely and satisfactory manner.
- Adhering to safety procedures and guidelines, including handling hazardous materials, and maintaining a safe work environment.

### Warehouse Assistant

Woolworth CFC, Lidcombe

#### The Task involve are.

- Ensuring stock is properly managed and replenished at least twice on a daily basis.
- Pick quality products for online customer orders and loading it onto delivery trucks.
- Ensuring products are always available and maintaining the store standards for smooth operation.
- Collaborating with colleagues to complete daily tasks such as maintaining good product packing, correct merchandising, loading delivery trucks.
- Scan returned item from customer.
- Online order picking
- Any other task advised from manager or supervisor.

### Cleaner

Ventia Pvt Ltd, Sydney

#### The Task involve were.

- Office Cleaning (dusting, wiping, moping, vacuuming, windows, doors, edges)
- Checking Bins and emptying as per necessary.
- Toilet Cleaning
- Kitchen Cleaning
- Waste Handling
- Rubbish Picking
- Deal and proper use of chemicals
- Mirror Cleaning

## Personal Attributes

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### **Reliable, hardworking and eager to learn:**

- Reliable and trustworthy with a strong work ethic and values as demonstrated whilst working in a team at BP and Woolworth by being available to work extra hours, when required
- A high achiever
- Energetic towards work
- Enrolled in Advanced JavaScript, React JS and Node JS courses for self-based learning and improvement

## References

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- Kiran Shrestha  
0450 655 563 [ Manager – Woolworth lidcombe CFC]
- Savyata  
0434 038 722 [ Assistant Manager –BP Ashfield]
- Kishan Gurung  
0404059959 [supervisor- Ventia]