**Sushil Dhakal**

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**OBJECTIVE**

As I embark on my professional journey, I am earnestly seeking a challenging role that not only aligns with my career aspirations but also allows me to leverage my innate problem-solving skills and critical thinking abilities. In pursuit of this objective, I am keen on obtaining a position that is geared towards enhancing the customer experience and promoting client’s satisfaction.

I believe that customer satisfaction is the cornerstone of any successful organization and that meeting customer needs is essential to business growth and success. As such, I am motivated to contribute my skills to help organizations achieve their goals and objectives within specific timelines and can make a significant contribution towards enhancing the customer experience, driving customer satisfaction, and promoting overall business growth.

**SKILLS**

* Excellent customer service skills
* Effective communication and interpersonal skills
* Ability to solve problems
* Thinking critically to troubleshoot problems
* Active Listening
* Ability to manage time.

**WORK EXPERIENCE**

**Customer Service Agent, Coles, Gungahlin, ACT, 2022- Present**

* Delivering customers order to their door.
* Resolving customer inquiries daily.
* Managing and addressing customer complaints.
* Soliciting customer feedback and engaging in communication with them.
* Processing customer returns and exchanges following company policies.

**Website Designer, Remap Online Pty Ltd, 2022 – Present**

* Weekly Client meetings.
* Designing Responsive Website using WordPress
* Designing website with HTML5, CSS3 and JavaScript
* Solving Clients problems with their specific details to meet their needs.

**Supervisor at FS Couriers (Linfox), Lidcombe, Sydney (2017-2021)**

* Overseeing daily runs by managing drivers.
* Supervising drivers to ensure daily vehicle inspections are conducted.
* Recording hazard reports submitted by drivers regularly.
* Communicating promptly with Linfox to address any issues that may arise.
* Resolving daily problems that may occur.

**EDUCATION**

* **Professional Year Course, QIBA, ACT, Australia (2022-2023)**
* **Bachelor of Information Technology, Kent Institute, Sydney, Australia, (2019-2021)**

**REFERENCES**

Will be provided upon request.