

PARISHA THAPA

CUSTOMER SERVICE

CONTACT

☎ 0433434242

✉ parishathapa@icloud.com

📍 38 Allison Cct, Oran Park, NSW

SKILLS

- Strong Analytical and Problem-Solving Skills
- Active Listening
- Conflict Resolution
- Customer Data Confidentiality
- Time Management
- Stocking and Replenishing
- Customer Relations
- Coordination
- Paperwork Processing

EDUCATION

Australian Harbour International College

2022 - 2023

Diploma Of Information Technology

Advance Diploma of Information Technology

Australian Community And Management College

2023 - 2023

Certificate IV in Ageing Support

REFERENCES

SAJANA GIRI

Care Manager

Phone: 0452065759

Email : sgiri@irt.org.au

PROFILE

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Reliable candidate enthusiastically pursuing opportunity to add immediate value to growing team. Inspired to help others and driven to apply unfailing work ethic to meet objectives. Industrious and committed with skills for multitasking and managing time well.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Fish Feast Narellan

2023-2024

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.

SHIFT SUPERVISOR

Oporto Minto

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Handled customer complaints, resolved issues, and adjusted policies to meet changing needs.
- Monitored workflow to improve employee time management and increase productivity.
- Evaluated employee performance and coached and trained to improve weak areas.