

SUBIR JOSHI

027-232-1732 | suveer.joc@gmail.com | Wellington

PROFILE

Technical support and customer service professional with a Master of Information Technology and over four years of experience in web development and IT-related problem solving, combined with hands-on retail and customer service experience in New Zealand. Skilled in troubleshooting technical issues, supporting users, and communicating solutions clearly to customers. Experienced working with software, websites, hosting environments, and client support, with a proactive approach to delivering positive customer experiences and resolving issues efficiently.

WORK EXPERIENCE

SALES ASSISTANT (Full-Time)

Mason Hutt City Ltd. (SHOSHA) | Nov 2025 – Present

- Assist customers with product enquiries and provide personalized recommendations to support purchasing decisions
- Deliver excellent customer service while handling sales, EFTPOS, and cash transactions accurately
- Resolve customer concerns and ensure positive in-store experience
- Maintain stock levels and organize merchandising to support store operations
- Work in a fast-paced retail environment while maintaining professionalism and strong communication
- Follow store procedures and health and safety requirements

HOUSEPERSON (Part-Time)

Sofitel Wellington

June 2024 – May 2026

- Supported housekeeping operations through delivery of supplies and physical assistance
- Ensured high standards of hygiene, cleanliness, and presentation across hotel facilities
- Maintained security of keys and equipment while following guest confidentiality procedures
- Worked collaboratively with hotel teams to provide positive guest experiences

WEB DEVELOPER | **Cyberlink Pvt. Ltd.**

December 2019 - April 2024

- Provided technical support and troubleshooting for client websites and systems
- Diagnosed and resolved software and functionality issues across web platforms
- Assisted clients with website access, hosting, and technical enquiries
- Developed and maintained web applications using PHP, HTML, CSS, JavaScript, and MySQL

- Managed updates, bug fixes, and system improvements to maintain platform reliability
 - Configured hosting environments, domains, and SSL certificates
 - Worked closely with clients and team members to deliver technical solutions and ongoing support
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TECHNICAL SKILLS

- **Technical Support & Troubleshooting:** Software troubleshooting and issue diagnosis, User support and technical problem resolution, Website and hosting support, Hardware and software familiarity
 - **Computer & IT Systems:** Windows systems and web technologies, PHP, HTML, CSS, JavaScript, MySQL, Domain, DNS and SSL configuration, Hosting and server administration
 - **Customer Service & Sales:** Customer support and communication, Retail sales and EFTPOS handling, Problem solving and conflict resolution, Time management and multitasking
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EDUCATION

- **Master of Information Technology:** Whitireia and WelTec (2024 - 2025)
Focus on information technology systems, software development, and technical problem solving
 - **Bachelor of Information Technology:** Sikkim Manipal University (2014 – 2019)
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SOFT SKILLS

- Planning, Organizing and Prioritizing work
 - Presentation Skills
 - Customer Focus
 - Project Management
 - Analytics Thinking Skills
 - Problem Solving Skills
 - Data Management
 - Time Management and Multitasking
 - Service Oriented and an eye to detail
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COMMUNITY & VOLUNTEER EXPERIENCE

Nepalese Society of Wellington | June 2024 – Present

Kathmandu Marathon (15th & 16th Editions) – IT Helpdesk Support | 2023 – 2024

- Assisted with online and offline registration support and technical troubleshooting during event operations
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INTERESTS

Trekking, Cricket, Music, New technologies

ADDITIONAL INFORMATION

- Full NZ Driver License (Level 1)
- Legally entitled to work in New Zealand (Post Study Work Visa)