

SAHIL SKUMAR

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Manurewa, The Gardens, Auckland 2105

REAL ESTATE | COMMERCE STUDENT
TECH & RETAIL PROFESSIONAL

PROFESSIONAL PROFILE

Commerce student at the University of Auckland majoring in Accounting and Finance, with experience across customer service, retail, warehousing, eCommerce, IT support and security systems. Strong communication, problem solving, relationship building and team collaboration skills developed through working directly with customers and business clients. Experienced in customer service, sales support, cash handling and stakeholder engagement in fast paced environments. Proven ability to learn quickly, adapt to new challenges and contribute positively to team success. Seeking opportunities to apply business knowledge, practical experience, and a customer focused approach within a professional organization.

PROFESSIONAL EXPERIENCE

IT & CCTV TECHNICIAN / SUPPORT — Comsys CCTV

February 2025 – Present | Auckland, NZ

- Installed, configured and maintained CCTV security systems for residential and commercial clients. Diagnosed and resolved network connectivity issues and provided timely technical support to ensure reliable system performance. Set up NVR systems, IP cameras and integrated security solutions. Delivered excellent customer service and technical support.
- Key Achievements: Assisted with CCTV system configuration, installation and troubleshooting | Completed many installations with zero safety incidents | Identified cost saving measures.

COMSYS IT

February 2025 – Present | Auckland, NZ

- Managed product listings, customer orders, website updates, and online sales operations for the Comsys platform, maintaining over 50,000 products. Processed customer orders with accuracy. Handled comprehensive after sales support. Assisted with platform optimization, website updates and digital marketing integration.
- Key Achievements: Assisted in improving order processing workflows and customer support processes. | Delivered responsive customer support and resolved customer enquiries efficiently | Assisted with inventory management and stock control processes.

MERCHANDISER — Pro Life Foods

Prolife Foods Ltd | September 2019 – February 2020 (Part-time) | Auckland, NZ

- Managed product display and merchandising across retail locations.
- Maintained shelf compliance with company planograms and promotional standards.
- Coordinated with store staff to ensure optimal product visibility and stock rotation.
- Completed stock counts and submitted accurate reporting via mobile systems.
- Replenished stock, rotated products, and ensured pricing accuracy.
- Built positive relationships with store staff and supported promotional displays.

Key Achievements

- Improved product visibility through effective merchandising and shelf placement.
- Maintained high planogram compliance and merchandising standards.

WAREHOUSE ASSISTANT — Foodstuffs North Island

January 2019 – March 2025 | Auckland, NZ

- Worked in a fast-paced warehouse environment processing products from a warehouse containing 40,000+ inventory items Daily. Operated forklifts and high reach equipment (licensed) with zero safety incidents. Picked, packed, and dispatched orders with accuracy. Maintained strict safety protocols and quality standards.
- Assisted in training new staff
- Demonstrated reliability, punctuality, and strong work ethic
Supported team operations across multiple shifts
- Key Achievements: Consistently ranked in top 5% for pick accuracy (Awarded) | Processed 2,000+ products in a day | Recognized (Certificate Awarded) for safety compliance

PHARMACY ASSISTANT — Chemist Warehouse

August 2025 – Present | Auckland, NZ

- Delivered exceptional customer service in high-volume retail pharmacies. Processed customer inquiries with accurate product recommendations and upselling. Operated POS system and managed cash daily. Maintained store presentation standards and restocked inventory daily.
- Key Achievements: Received positive customer feedback and public Google review recognition for customer service excellence. | Achieved monthly/Weekly sales targets on average | Zero till discrepancies.
- Built strong relationships with customers by providing friendly, professional, and knowledgeable service in a fast-paced retail environment.

REAL ESTATE KNOWLEDGE

- Knowledge of New Zealand property sales process.
- Understanding of the Real Estate Agents Act 2008.
- Knowledge of property marketing and client relationship management.
- Trained in compliance and professional standards within the New Zealand real estate industry.

CORE COMPETENCIES

Customer Service	IT & Tech Support	Retail Operations	Warehouse Mgmt
<ul style="list-style-type: none">• Customer Service• Communication• Relationship Building• Client Relations• Stakeholder Management	<ul style="list-style-type: none">• CCTV Systems• Troubleshooting• Networking• eCommerce Platforms	<ul style="list-style-type: none">• Merchandising• POS Systems• Stock Management	<ul style="list-style-type: none">• Forklift Operation• High Reach License• Order Processing• Safety Protocols• Inventory Management

- Sales Support
- Cash Handling
- Team Collaboration
- Financial Services

- Microsoft 365
- Technical Support
- System Configuration
- Problem Solving

- Inventory Control
- Upselling
- Product Knowledge
- Customer Engagement
- Attention to Detail

- Time Management
- Quality Control
- Warehouse Operations

TECHNICAL SKILLS

SYSTEMS & PLATFORMS

- POS Systems (retail)
- CCTV Systems (NVR/IP)
- eCommerce platforms
- Stock & inventory systems
- Networking (basic)

SOFTWARE & PRODUCTIVITY

- Microsoft Office (Word, Excel)
- Google Workspace
- Email & communication tools
- Mobile systems/devices
- Data entry & reporting

EDUCATION & CERTIFICATIONS

Academic Qualifications

Bachelor of Commerce – Accounting & Finance

University of Auckland, Auckland, NZ | Currently Studying

New Zealand Certificate in Real Estate (Salesperson) – Level 4

Te Ōhuhu Institute of Technology, Auckland, NZ | Completed: 2025

University Preparation Certificate

Auckland University, Auckland, NZ | Completed: 2019

High School Diploma

Hornby High School, Christchurch, NZ | Graduated: 2020

Professional Certifications & Training

- Forklift & High Reach License (Current) | Heavy Vehicle Training Ltd, 2022
- Class 1 Full Driver License | New Zealand | Valid until 2030
- Python – Zero to Hero | Udemy Certificate | Completed: 2023
- JavaScript for Beginners | Auckland University | 2023
- Reaching Target 2k – Foodstuffs Training | 2022

LICENSES & COMPLIANCE

LICENSE	STATUS & EXPIRY
Class 1 Full Driver Licence	Valid Expires: 2030
Forklift & High Reach License	Valid Expires: 2025
Real Estate Salesperson – Level 4	Completed Eligible for Licensing

LANGUAGES

LANGUAGE	PROFICIENCY	PROFICIENCY (%)
English	Native/Fluent	Native / Fluent
Fiji Hindi	Native/Fluent	Native
Hindi	Conversational	Conversational

KEY PROFESSIONAL STRENGTHS

INTERPERSONAL	OPERATIONAL	TECHNICAL	BUSINESS
✓ Excellent customer communication ✓ Team collaboration ✓ Leadership & training ✓ Conflict resolution	✓ Fast learner ✓ Detail-oriented ✓ Time management ✓ Adaptability	✓ Problem-solving ✓ System troubleshooting ✓ Software competency ✓ Ability to quickly learn new systems	✓ Results-driven ✓ Target-focused ✓ Financial acumen ✓ Sales mindset

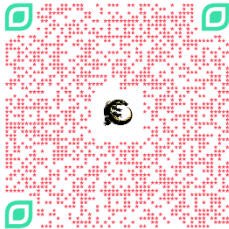
CAREER ACHIEVEMENTS & RECOGNITION

- Bachelor of Commerce (Accounting & Finance), University of Auckland (Currently Studying)
- New Zealand Certificate in Real Estate (Salesperson) Level 4
- 5+ years of experience across customer service, retail, warehousing, eCommerce, IT support, and CCTV systems
- Full New Zealand Driver License
- Forklift and High Reach License
- 3rd Place Winner – Business/Entrepreneur Contest (Commercial Achievement)
- Employee of the Month – Foodstuffs (Safety & Compliance)
- Consistent Performer Award – Retail Operations
- Maintained an excellent safety record throughout warehouse operations
- Recognized by customers for delivering high-quality technical support and customer service

LOCATION	AVAILABILITY	START DATE	FLEXIBILITY
Manurewa, Auckland NZ	Weekdays & Weekends	Immediate	Full-time / Part-time

References

Available upon request.



LinkedIn



Online CV

Learn More About Me

Scan the QR codes to access my complete online CV and professional portfolio, containing detailed employment history, qualifications, certifications, licenses, skills, projects, and additional information not included in this condensed application CV.