

ANDY AN

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EDUCATION

BACHELOR OF COMPUTER SCIENCE
University of Adelaide
2019

PROFESSIONAL SKILL

Data Administration

Stakeholder & Client Management

System Development & Upgrade

System Maintenance

Proficiency in Computer-based
Software & Programs

SOFT SKILLS

Analytical

Attention to Detail

Flexibility

Positive Attitude

Problem Solving

Teamwork

Self-Motivated

PROFILE

A highly enthusiastic, adaptable applicant who is seeking an opportunity to practice a range of new profound technical skills within a professional setting. Proven track record in building strong relationships and managing complex enquires within business planning, IT support and sales position. Possessing a solid understanding across different working environments and systems to improve companies, while showcasing a desire to learn, grow and master new skills.

CORE COMPETENCIES

- Understanding of teamwork
- Ability to provide a plan to achieve targets
- Excellent ability to prioritize work, generate accurate reports, manage resources and multi-tasks
- Strong commitment to continuous professional and personal development

PROFESSIONAL EXPERIENCE

TeamViewer | May 2021 – Present

Core Responsibilities;

- Introducing, demonstrating, selling, and promoting all current and new TeamViewer products to customers and prospects over the phone, live chat, and email.
- Following up all existing and new customers within expected timeframes to convert enquiries into sales opportunities.
- Answering user questions related to setup & product functionality in various operating systems (Windows, macOS, Linux, iOS and Android)
- Promoting and maintaining a high quality, professional, service-oriented company image among customers.
- Processing any written request from the company's prospects and customers using our proprietary systems (Ticket system, CRM, ERP, License Tool).
- Discussing with Team Manager about possible ways to improve our process and system.
- Updating information and activities into various systems as advised by the Senior or Manager.
- Translating all TeamViewer Contents in Korean (Website, Brochures, Manuals, Campaigns, Promotions etc.)

WITHUS AUSTRALIA | Oct 2016 – May 2021

Core Responsibilities;

- Researched and compared the best way of developing company website including E-commerce function
- Built, maintained, and updated the company website in a limited budget
- Maintained and updated Xero database
- Researched the best way of developing the order program used by staff
- Researched the suitable marketing strategies and created the implementable plan
- Contributed the improvements of internal and external factors
- Proactively offered and improved the workflow to save working time and money
- Maintained & Built a strong relationship with new or existing customers
- Back up different positions (Delivery, stock taking, picker & packer, meeting with new or existing customers for B2B sales, IT operator, warehouse assistant etc)

TECHNICAL SKILLS

Microsoft Office Suite
Xero | VETtrak | Moodle
Java | JavaScript
HTML5 | CSS3 | WordPress
C++ | C | Python

WORK ATTRIBUTES

- Exceptional work ethics; highly reliable, adaptable, and flexible
- Excellent organizational and time management skills
- Ability to work well in a team or independently with minimal supervision
- Sound analytical, problem-solving, and decision-making skills
- Highly methodical with keen attention to detail
- Self-starter with a positive attitude
- Innovative and creative with great work initiative

REFERENCES

Ian Song | Team Leader
TeamViewer | 0474 074 338

Danny Yoon | Office Manager
WITHUS AUSTRALIA | 0422 295 743
Anton Naylor | Sale Manager
WITHUS AUSTRALIA | 0467 021 730

Kcal Choi | Owner
Choi's Butcher | 0412 549 478

Eva Yang | Office Manager
AHTS Training & Education | 08 8223 1818
Ming Zeng | IT Team Leader
AHTS Training & Education | 0425 534 628

Choi's butcher | June 2019 – May 2021

Core Responsibilities;

- Consulted to develop the annual plan to improve the business
- Contributed to build & maintain new or existing customers for B2C & B2B sales
- Training existing and new staff for the site safety and machine operation
- Meat quality check & managed the production line for retail sales & wholesale orders
- Contributed to develop the social media strategy & implementation for attracting more retail customers
- Covered all positions as an all-rounder (serving customers, meat producer by machine, delivery, paper works, office works etc.)

Sunday Local Market Seller | April 2020 – May 2021

Core Responsibilities;

- Organizing all fresh items to sell in the market
- Building a great relationship with new or regular customers
- Interlinking farmers with wholesale companies

AHTS Training and Education (Internship) | June 2020 – Sep 2020

Core Responsibilities;

- Assisted students to connect to utilities within the campus
- Improved the company's website SEO in Korean
- Provided troubleshooting to students and staff
- Allocated and archived students from units within eLearning system (Moodle)
- Participated in Quality Assurance within the student management system (VETtrak)
- Participated in student documentation management
- Provided the orientation to new users (new students or new staff) of Moodle
- Participated the software update (Moodle & VETtrak integration plugin)
- Digitalized the paper version of LLN (Language literacy and numeracy) Test
- Created new student database (MS Access)
- Trained trainers about the zoom meeting software
- Supported the student support team to solve the student complaints

Tongil Trading (Gruin Pty Ltd) | Nov 2017 – Jun 2019

Core Responsibilities;

- Provided customer centered service
- Built & Maintained a strong relationship with new and existing customers
- Participated to upgrade and maintain in-house computer systems, applications and websites by carrying out a diagnosis, testing, upgrades, repairs, installation of new equipment and maintenance

PROJECT SUMMARY

DETECTING SURVIVOR ROBOT WITH LEGO EV3 DEV KIT

Bachelor of Computer Science | Jul 2018 – Nov 2018

Core Responsibilities;

- Developed a control robot system with Java and an algorithm to detect survivor around the disaster area
- Completed Testing Review part using user testing and unit testing technic.

AEWEN (Adelaide Engage Work Experience Network)

Bachelor of Computer Science | June 2019 – July 2019

Core Responsibilities;

- Developed the idea of a Social Media Strategy for Greven & Co
- Provided the recommendations for improving the implementation plan after reviewing the documents and templates