

Anita Chou

anitawchou@gmail.com
0402393739
Unit 23 , 1A Busaco Road
Marsfield, New South Wales

Summary Technologically savvy and goal-oriented Administrative Assistant with 7 years of Administration and over 5 years working in retail experiences. Diven and motivated to help organizations thrive. Skilled in prioritizing and completing tasks independently.

Education

Macquarie University

Bachelor of Science • Macquarie Park, New South Wales

05/1997

Major in Statistics

Australian College of Professionals

Real Estate Agency Operation • Sydney, New South Wales

07/2015

Wesley Health Management

Medical Receptionist • North Sydney, New South Wales

08/2015

Skills

- Customer service
- Microsoft office
- SharePoint
- Sales
- Salesforce
- Invoicing

Experience

Meat and Livestock Australia Pty Ltd

Administrative Support • North Sydney, New South Wales

12/2018 - 12/2019

- Collaborating with the marketing manager, internal teams, clients and partners on marketing strategy
- Working closely with the sales and marketing department
- Creating marketing materials such as trade show directory
- Maintaining/Updating stakeholders accounts and marketing database
- Providing administrative support to the marketing and sales team

Pitney Bowes

Fulfilment Specialist • Macquarie Park, New South Wales

06/2017 - 10/2018

- Assists clients (external/internal) independently via email/phone/ logging case in CRM, provide case status updates to CRM, other PB Software job-related systems, and to clients, keeping them informed of progress on open issues
- Maintains ownership of fulfilment items until resolved
- Contributes and co-ordinates with Credit Control, Invoicing and Order
- Management when necessary about sales orders to help resolve fulfilment issues
- Escalates Fulfilment issues to more senior-level staff or Team Lead

MUJI AUSTRALIA Pty Ltd

Retail Sale Assistant -House Hold / Fashion • Sydney, New South Wales

08/2016 - 09/2017

- Raise purchase orders
- Customer Service
- To assist the team on any issues that will help increase sales
- To help ensure effective communication between suppliers, warehouse and stores
- Replenishment in store
- Keep track of the delivery schedule and escalate any issues

Queen of Spades Bubble Tea

Owner/Operator • Chatswood, New South Wales

11/2012 - 02/2015

- Managing day to day business operations
- Customer service
- Staff recruitment and training
- Cash handling and EFTPOS operations
- Liaison with suppliers
- Inventory control

BMC Software

Finance Contracts Administrator • North Sydney, New South Wales

12/1999 - 08/2003

- Preparing, reviewing and administrating contracts
- Liaison with Finance Department to ensure billing and collection of revenue
- Maintain database relating to documentation (Oracle)
- Troubleshooting

American Express

Research Analyst • Sydney, New South Wales

08/1997 - 01/2000

- Liaison with Merchants to ensure smooth communication channels
- Updating and archiving online cases
- Handle Card Member disputes in accordance with policy

Tropic Frog Souvenirs

Owner/Operator • Cairns, Queensland

02/1997 - 09/1997

- Managing day to day business operations
- Customer service
- Staff recruitment and training
- Cash handling and EFTPOS operations
- Liaison with overseas and local suppliers
- Stock control

Languages

- Fluent in English, Mandarin, Cantonese and Thai