

# Hailin Ruan

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## Education

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MARIAN CATHOLIC COLLEGE, GRIFFITH, NSW | 2014 - 2019

- Graduated year 12

UNIVERSITY OF NEWCASTLE, NEWCASTLE, NSW | 2020-2021

- Bachelor of Medical Radiation Science (Hons) Diagnostic radiation
- Completed 80 credits

UNIVERSITY OF SYDNEY, SYDNEY, NSW | 2021-2022

- Bachelor of Applied Science (Exercise and Sports Science)
- Completed 36 credits

UNIVERSITY OF SYDNEY & EDX CODING BOOTCAMP |  
15/5/2023 - 31/10/2023

- Full stack

## Skills & Abilities

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- **Languages:** Fluent in English and Cantonese; Proficient in Mandarin
- **Technical Skills:** HTML, CSS, JavaScript, Git, MySQL, NoSQL, Node.js, Express.js
- **Adaptability:** Quick Learner with the ability to adapt to new technologies, databases, and work environments
- **Collaboration:** Proven ability to work effectively in both independent and team environments
- **Customer Focus:** Skilled in building strong working relationships with colleagues and customers
- **Continuous Learning:** Demonstrated positive attitude and eagerness to continuously learn and apply new knowledge

## Work History

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### MEDICAL RECEPTIONIST (PART-TIME)

I-MED RADIOLOGY, HORNSBY, NSW | AUG 2022 - PRESENT

- Professionally delivered reception services, customer contact and patient administration duties
- Demonstrated strong commitment to building patient and referrer satisfaction and loyalty
- Coordinated patient scheduling, check-in, check-out and payments for billing

### ASSISTANT MANAGER / COUNTER SERVER / CASHIER

NORTH ROCKS CHINESE KITCHEN, NORTH ROCKS, NSW | DEC 2020 - JUL 2022

- Maintained and enforced up-to-date cleanliness and social distance policies regarding the COVID-19 outbreak to ensure both employee and customer safety
- Boosted revenue by successfully building strong connections with new and repeat customers
- Attained optimal customer satisfaction by resolving concerns and complaints
- Delivered effective support to restaurant owner in managing overall restaurant operations

### COUNTER SERVER / CASHIER

SUMOS NOODLE BAR, GRIFFITH, NSW | FEB 2019 - JAN 2020

- Managed multiple tasks in high-volume environment

- Greeted guests upon arrival and offered immediate assistance
- Strong attention to detail, maintained a hygienic kitchen by regularly cleaning and disinfecting the workspace
- Operated POS terminals and accurately processed customer transactions

#### **WAITRESS / COUNTER SERVER / CASHIER**

HAPPY DRAGON RESTAURANT, GRIFFITH, NSW | 2014 - DEC 2018

- Helped customers choose items base on menu options, dietary needs and preferences
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgable service
- Worked as a team during peak weekend and evening hours to ensure customer satisfaction
- Recorded daily sales to verify payments received matched with the data and ensure there were no discrepancies