**Jun Zhou**

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Harrison, Canberra 2914

Australia Citizen

RE: Service Desk Analyst

**Objective:**

Detail-oriented administrative professional with a strong foundation in customer service, technical support, and a diverse educational background. Seeking a dynamic administrative role where I can apply my communication skills, knowledge of data security, and experience in delivering exceptional customer service. I aim to contribute to your organization's success by leveraging my adaptable skills, including time management, attention to detail, and effective team collaboration.

**Professional Experience:**

**Customer Service Representative**

Mizuho Bank, Dalian, China

2013 - 2015

- Utilized excellent communication skills to interact with customers, providing technical support, troubleshooting, and resolving their issues.

- Demonstrated expertise in utilizing Mizuho banking System, efficiently navigating through modules like account management, transaction processing, and customer relationship management.

- Maintained strict adherence to data security policies and compliance regulations, including the handling of sensitive customer information.

- Collaborated with IT teams to identify and address issues from customers, contributing ideas such as QR Code to improve the customer support process.

**Kitchen Manager**

Goodstart Early Learning

2022 - 2023

- Implemented efficient stock inventory management, which included ordering and strategically rotating supplies to minimize waste and maximize cost-effectiveness.

- Developed strong time management and multitasking abilities to meet meal preparation deadlines.

- Communicated effectively with parents and children, gathering feedback and making adjustments to menu choices.

- Leveraged culinary skills to prepare well-balanced, nutritional meals for a diverse range of customers.

- Demonstrated excellent attention to detail in meal presentation and portion control.

- Maintained a hygienic workplace and adhered to food safety rules, ensuring a safe and clean environment.

**Education:**

**Diploma of Information Technology**

TAFE NSW

02/2023 - 06/2023

**Certificate IV of Information Technology**

Canberra Institute of Technology

02/2022 - 02/2023

**Bachelor’s Degree in Company Management**

DongBei University of Finance and Economics (China)

2010 - 2014

**Skills:**

- well trained for Microsoft products including SharePoint, Dynamics CRM, Jira, and MSSQL services.

- Customer Service

- Technical Support

- Communication

- Data Security Compliance

- Team Collaboration

- Stock Management

- Time Management

- Attention to Detail

References:

Available upon request.