**Jun Zhou**

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Harrison, Canberra 2914

Australia Citizen

RE: Support 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

9/2013 - 2/2015

- 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.

**Chef De Partie**

Jamala Wildlife Lodge, Canberra, ACT

07/2019 – 5/2022

- Collaborated seamlessly with the executive chef and kitchen staff, cultivating a culture of teamwork.

- Facilitated the precise communication of dietary restrictions and allergies to kitchen staff, underscoring the importance of meticulous information sharing.

- Executed a methodical approach to preparation, encompassing roasting, sautéing, frying, and baking, showcasing unwavering attention to detail.

- Mastered the art of presentation, expertly plating meals to maintain an impeccable standard of quality.

- Enforced strict adherence to portion control guidelines, ensuring consistency in meal service.

- Optimized kitchen stock management, streamlining ordering and inventory rotation practices to reduce waste.

- Actively contributed to menu planning sessions, injecting innovative ideas to elevate the dining experience.

- Prioritized and upheld rigorous food safety and hygiene practices, guaranteeing compliance with industry standards.

- Mentored and coached kitchen staff, fostering skill development and promoting a harmonious work environment.

**Chef De Partie**

Pialligo Estate, Canberra, ACT

10/2019 – 7/2020

- Oversaw and orchestrated large-scale food preparation and cooking tasks, optimizing efficiency and collaboration.

- Efficiently managed stock inventory and order lists, demonstrating strong organizational acumen transferable to IT asset management.

- Collaborated closely with the head chef on menu development, infusing creativity to enhance customer satisfaction.

- Implemented and enforced stringent wastage control measures, minimizing food loss and championing resource optimization.

- Maintained unwavering commitment to food hygiene standards, instilling a culture of cleanliness and safety.

- Mentored and coached kitchen staff, facilitating skill development and fostering a cohesive work environment.

**Kitchen Manager**

Goodstart Early Learning

5/2022 - 10/2023

- Orchestrated efficient stock inventory management, resulting in a remarkable 20% reduction in waste and a 15% cost-saving through meticulous ordering and strategic supply rotation.

- Spearheaded and mastered the art of time management and multitasking, consistently meeting tight meal preparation deadlines in a high-pressure environment.

- Proactively engaged with parents and children, adeptly soliciting feedback and implementing menu adjustments that catapulted overall satisfaction by 10%.

- Applied culinary expertise to craft meticulously balanced, nutritionally enriching meals for a diverse children base, harmonizing taste and health considerations seamlessly.

- Exemplified meticulous attention to detail in meal presentation and portion control, upholding impeccable quality standards that elevated the dining experience.

- Vigilantly enforced stringent hygiene practices and unwavering adherence to food safety rules, resulting in a flawless inspection record and the creation of a secure and pristine environment for both staff and customers.

**Education:**

**Diploma of Information Technology**

TAFE NSW

02/2023 - 06/2023

**Certificate IV of Information Technology**

Canberra Institute of Technology

02/2022 - 12/2023

**Advanced Diploma of Hospitality**

Canberra Institute of Technology

02/2019 - 11/2019

**Certificate IV in Commercial Cookery**

CBTC

07/2018 - 01/2019

**Certificate III in Commercial Cookery**

RGIT

07/2017 - 07/2018

**Bachelor’s Degree in Company Management**

DongBei University of Finance and Economics (China)

7/2010 - 9/2014

Certainly, here's a polished version of your skills section:

**Skills:**

**Technical Proficiency:**

- Advanced proficiency in Microsoft Office Suite, encompassing SharePoint, Dynamics CRM, and MSSQL services.

- Proficient in IT support tools, including Jira for effective issue tracking and resolution.

**Customer-Centric:**

- Exceptional customer service skills with a proven record of addressing user concerns promptly and delivering effective solutions.

- Strong communication abilities, capable of translating technical information into user-friendly language.

**Technical Troubleshooting:**

- Demonstrated expertise in diagnosing and resolving hardware and software issues swiftly, minimizing downtime.

- Proficient in troubleshooting network connectivity problems, ensuring seamless operations.

**Data Security and Compliance:**

- Thorough understanding of data security best practices and compliance regulations, including safeguarding sensitive customer information.

**Collaborative Team Player:**

- Adept at collaborating seamlessly with cross-functional teams and IT colleagues, effectively resolving complex technical challenges and driving project success.

**Adaptable and Detail-Oriented:**

- Exceptional adaptability to evolving technologies and rapidly changing IT landscapes.

- Unwavering attention to detail, consistently ensuring precision in documentation and preventing errors through rigorous quality control measures.

References:

Available upon request.