**JUN ZHOU**

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**Harrison, ACT 2914**

**Australia Citizen**

**Australia Full Driver License**

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| **Objective** |

Driven and detail-oriented professional seeking a challenging position as a Sales Support Coordinator. Eager to leverage my background in Information Technology, coupled with hands-on experience in data analysis and strong interpersonal skills, to provide exceptional support to Sales representatives. Aiming to contribute to the efficient execution of day-to-day operations, ensuring accurate order processing, effective communication with customers, and seamless collaboration with internal and external stakeholders.

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| **Education** |

**Information Technology Diploma**

TAFE NSW | 02/2023-06/2023

Relevant Coursework:

Database Management

Project management

Cloud Computing (cloud-based solutions)

**Information Technology Certificate IV**

Canberra Institute of Technology | 02/2022-02/2023

**Advanced Diploma in Hospitality Management**

Canberra Institute of Technology | 07/2019-11/2019

Management of Finance and asset

**Bachelor’s Degree in Company Management**

DongBei University of Finance and Economics (China) | 2010-2014

Major in CRM, HR and Business

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| **Skills** |

* **Sales Support**: Proven ability to support sales department in their day-to-day duties, including confirming orders, liaising with customers, and arranging deliveries.
* Order Processing: Expertise in order processing, from confirming details with customers and sales representatives to entering orders into systems and arrange delivery.
* **Communication**: Excellent communication and customer service skills, demonstrated through previous roles. Ability to confirm order details with customers and sales representatives, ensuring accuracy.
* **Organization**: Strong organizational skills to keep track of open orders, stock levels, delivery dates, and payments. Ability to work well under pressure and prioritize workload effectively.
* **Team Collaboration**: A team player with the ability to work unsupervised. Previous experience in collaborative environments, maintaining professional contact with internal and external stakeholders.
* **Computer Skills**: D365, Office 365, Database (SQL, power BI)
* **Adaptability**: Ability to adapt to evolving situations, follow security procedures, and efficiently handle returns of goods if needed.

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| **Experience** |

**Sales Coordinator-Internship**

Ausmate Group | 10/2023-present

Company website: <https://www.ausmategroup.com/>

* Facilitate and coordinate orders between suppliers and customers.
* Optimize stock levels and initiate orders as needed.
* Organize returns efficiently.
* Cultivate and maintain positive relationships with customers.
* Gained hands-on experience working with Windows Server and Microsoft SQL, ensuring seamless operation and data management.
* Acquired knowledge to successfully implement and manage hybrid solutions, effectively leveraging Azure and SQL Server to enhance data and business processes.
* Proficient in integrating and analyzing diverse datasets within complex business environments, contributing to informed decision-making.
* Demonstrated strong critical thinking and problem-solving skills, ensuring efficient resolution of complex issues and tasks.

**Centre Cook**

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.

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| **Customer Service Representative** | 2013 –2015 |
| Mizuho Bank, Dalian China  2013-2015 |  |
| * Use 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 of QR Code to improve customer support process. | |

References available upon request.