

Tsz Sin Ng (Jessie)

Dee Why, NSW 2099 | 0478 100 994 | t.s.ng@outlook.com

Objective

Former Contract Administrator and Customer Service superstar known for exceptional skills in all facets of customer relations and conflict resolution. Pursuing a new career where an understanding of front- and back-end web development, client management and support services will be widely appreciated.

Experience

CONTRACT ADMINISTRATOR | BRIDGE HOUSING LIMITED | JULY 29TH, 2019 – OCTOBER 23RD, 2020

LVL 1, 660-664 PITTWATER ROAD, BROOKVALE NSW 2100 | 0419 442 192 | T.POSUMAH@BRIDGEHOUSING.ORG.AU | THEO POSUMAH, DIRECTOR OF ASSETS

- Maintain quality client service to tenants by coordinating maintenance works with contractors and ensuring works are carried out in line with the maintenance engagement deed
- Assist in the appropriate maintenance of assets by adhering to relevant plans set in place to manage the various programs of work and mitigate any and all issues that arise in the process
- Maintain high levels of tenant satisfaction by keeping tenants informed with regards to all programs of work
- Support the delivery of quality homes by assisting to audit contractor performance and quality of work, including identifying areas of risk across all our maintenance programs
- Maintain good governance and administration by keeping accurate records, files and information in the relevant system and providing accurate information and reporting as agreed
- Support Contract Manager to build and maintain strong and effective relationships with the maintenance contractor, NSW Land and Housing Corporation and all stakeholders
- Performed continuous evaluations of content, plans and processes in order to enhance delivery and improve effectiveness
- Support the organisation in meeting its financial goals and obligations by ensuring contractor invoices are accurate and coordinating maintenance work that demonstrates the responsible use of the budget

PROPERTY ASSET & ACCTS. MGR. | SHORE COMMERCIAL PROPERTY | OCTOBER 16TH, 2017 – JULY 23RD, 2019

477 PITTWATER ROAD, BROOKVALE NSW 2100 | 02 9938 3122 | GRANT@SHORECP.COM.AU | GRANT DUFF, HEAD OF ASSET MANAGEMENT

- Follow standard operating procedures to process accounts receivable as well as accounts payable
- Collect information, prepare balance sheets, profit and loss statements, and other reports in order to document financial transactions and summarise financial status pertaining to individual asset portfolios
- Assess financial discrepancies and reconcile by collecting then analyzing account information
- Draft management proposals as well as leasing agreements and ensure execution and administration of all related documents are completed accurately
- Utilise Rockend's REST software (CRM & accounting) to maintain owner, property and tenant files as well as apply rent reviews and chase arrears when necessary
- Handle owner and tenant complaints courteously and arrange repairs and maintenance as required
- Create property listings and market for sale or for lease accordingly
- Complete various accounting tasks including but not limited to rent receipting, owner payments, creditor payments and invoice preparation

ADMIN. OFFICER | NORTHERN SYDNEY LOCAL HEALTH DISTRICT | APRIL 18TH – SEPTEMBER 30TH, 2017

MANLY HOSPITAL, 150 DARLEY ROAD, MANLY, NSW 2095 | 02 9462 9731 | JENN.LEE@HEALTH.NSW.GOV.AU | JENN LEE, OFFICE MANAGER

- Utilise Cerner and Citrix applications to perform back-scanning/forward-scanning duties, as well as research resolutions for inquiries

- Back-Scanning Process: Deconstruct physical files and convert into electronic medical records for staff access across facility servers
- Forward-Scanning Process: Prep, scan, quality control, validate into patients' medical records electronically, then file physical papers into archiving
- Keep up to date with inter-company and inter-office communiqué via Microsoft Outlook to ensure eLearning modules are completed in a timely manner and workflow maintained with knowledge of server downtimes and staff meetings

PROJECT COORDINATOR | BRANDPARTNERS AUSTRALIA | NOVEMBER 24TH, 2016 – APRIL 17TH, 2017

204/54 FOVEAUX STREET, SURRY HILLS, NSW 2010 | 02 9211 9393 | PAUL@BPAL.COM.AU | PAUL HERMON, MANAGER

- Transitioned projects from estimation and pre-construction phase to well-defined project execution plans
- Kept projects on schedule by managing deadlines and adjusting workflows as needed
- Consult with clients and business partners to draft conceptual ideas and assist in the creation of branding designs with our New Zealand studio to produce comprehensive visuals and brand packs as per customer requests and company standards
- Heavily engage in using Microsoft's Excel software on a daily basis to create pricing proposals, track individual projects, manage each project's finance and accounting details appropriately as well as create monthly invoices

DATA ENTRY CLERK [TEMP.] | PROSTATE CANCER FOUNDATION OF AUSTRALIA | NOVEMBER 8TH – 22ND, 2016

3/39-41 CHANDOS STREET, ST LEONARDS, NSW 2065 | STUART.GUERIN@PCFA.ORG.AU | STUART GUERIN, MANAGER

- Assist in the completion of daily administrative tasks per standard operating procedures & update contributor details and gifting selections within system to allow for appropriate invoicing
- Utilise "Donor Management (DonMan) System" to enter data of incoming donations and sort into appropriate divisions for reporting purposes

OFFICE ADMINISTRATOR | JJ QUALITY BUILDERS, PB | SEPTEMBER 8TH, 2015 – JUNE 6TH, 2016

3750 CONSUMER ST. #6, WEST PALM BEACH, FL 33404 | (561) 932-4181 | JAMES GALIMIDI, MANAGER

- Accomplished any and all secretarial tasks required to alleviate extensive amount of office workload
- Utilized QuickBooks Pro program to manage customer accounts, draft project estimations, create invoices, apply expenses and payments, as well as perform monthly reconciliations
- Conducted business with the utmost in professional courtesy when assisting customers with email and phone enquiries
- Collected customer data and contact details in order to schedule daily appointments for estimate requests
- Educated patrons on office procedures and furnished project timelines to ensure realistic expectations are met

CLERK | PALM BEACH COUNTY COURTHOUSE | JUNE 18TH, 2012 – FEBRUARY 22ND, 2013

200 W. ATLANTIC AVE., DELRAY BEACH, FL 33444 | (561) 274-1588 | NORMA GIDDINGS, SUPERVISOR

- Performed various clerical duties such as drafting, processing and filing court documents to support the needs of the general public
- Data entry of all necessary information provided in regards to civil case proceedings
- Researched digital and hard-copy paperwork to answer civil inquiries and/or resolve statement inconsistencies
- Receipted necessary court/filing fees, and executed disbursements and garnishments as necessary

COUNTER OPERATIONS AGENT | GEEK SQUAD | JANUARY 2ND, 2011 – JUNE 16TH, 2012

550 N. CONGRESS AVE., BOYNTON BEACH, FL 33426 | (561) 752-1948 | RICHARD GERLACH, SUPERVISOR

- Ran basic tests to determine product needs and service solutions, then performed necessary software and hardware repairs/installations accordingly
- Assisted clients in need of technical support both in store and over the phone by providing status updates on service units and/or giving insight on other service issues
- Ran administrative functions within Geek Squad and managed department communications
- Managed product shipping and receiving by making the necessary arrangements to have the products processed in a timely manner

CUSTOMER SERVICE REP. | BEST BUY | MAY 8TH, 2010 – JANUARY 1ST, 2011

550 N. CONGRESS AVE., BOYNTON BEACH, FL 33426 | (561) 752-1948 | JESKAH RUSKAUP, SUPERVISOR

- Received recognition as employee of the month within the first sales quarter of employment
- Produced exceptional customer service with focus on creating positive experiences and return consumers
- Answered phone calls from customers regarding product knowledge/inventory, services offered as well as store policies
- Processed a range of transactions involving an assortment of payment methods (credit card, debit card, cash, check, money order, gift cards/certificates)

CUSTOMER SERVICE REP. / CASHIER | PUBLIX SUPERMARKETS | FEBRUARY 16TH, 2008 – MAY 29TH, 2009

8340 JOG RD., BOYNTON BEACH, FL 33472 | (561) 734-6252 | KYLE RUSSELL, MANAGER

- Provided premier quality customer service before, during and after check-out transactions
- Initiated in-store interactions to make shoppers feel welcome, while also assisting those in need of locating specific products
- Handled assets of monetary value both swiftly and responsibly
- Ensured organization and cleanliness were evident throughout the entire store on a daily basis, and before the conclusion of the work day

Education

FULL STACK WEB DEVELOPMENT | MAY 18TH, 2021 | THE UNIVERSITY OF SYDNEY

CITY ROAD, CAMPERDOWN, NSW 2006 | 02 9351 2222

- Certificate of Completion: Front End & Back End Web Development
- Related coursework: JavaScript, HTML, CSS, Python, API, Django, MySQL

COMPUTER SCIENCE & INFORMATION TECHNOLOGY | 32 CREDITS | PALM BEACH STATE COLLEGE

4200 S. CONGRESS AVENUE, LAKE WORTH, FL 33461 | +1 (561) 868-3350

- Major: Internet Services Technology
- Minor: Computer Programming
- Related coursework: Microsoft Windows / Microcomputer Applications / Business Mathematics / Business English Review / Fundamentals of Speech Communication / Introduction to Sociology

HIGH SCHOOL DIPLOMA | MAY 21ST, 2010 | PARK VISTA COMMUNITY HIGH SCHOOL

7900 JOG ROAD, LAKE WORTH, FL 33467 | +1 (561) 491-8400

- Vocational Program Certificate: New Media Technology
- Achievements: Honors / Advanced Placement Classes / Club Presidency for Poetry Club / Club Secretary for Multicultural Club
- Extracurricular Activities: Color Guard / FBLA (Future Business Leaders of America) / Multicultural Club / Poetry Club

Profiles

LINKEDIN:

<https://www.linkedin.com/in/jessie-n-9302b962/>

WEB DEVELOPMENT PORTFOLIO:

<https://missng-git.github.io/Portfolio/>

GITHUB:

<https://github.com/MissNG-Git>

*** References available upon request ***