

Alexander Wong

Experienced business analyst, trainer, and management professional across multiple industries, holding a BA in Psychology from Macquarie University.

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Employment History

Azabu Skin Clinic/Azabu Regenerative Clinic

Feb. 2023 – Present

Head receptionist

- Leading the drive to digitize the workplace, including centralizing and updating the knowledge management system and databases
 - Includes formalizing procedures that were previously only shared verbally
- Conducting training of new and current staff members in onboarding processes and changes in procedures
- Communication with external partners to manage surgical operation schedules and meetings with clients
- Draft legal documents for contracts with both patients and external partners
- Acting in the capacity of a sales representative of cosmetic procedures and products
- Holding medical consultations with patients to provide enough information to be able to make informed decisions
- Handling complaints from patients which extended to ones where serious medical issues arose as a result of treatment
- General administration duties
 - Setting up meetings both in-person and through zoom
 - Ordering both office supplies and medicine from external pharmaceutical partners
- Accounting duties
 - Managing installment plans for patients

Shane English School Japan

Apr. 2019 – Jun. 2021

English Teacher

- Teaching English to students of all ages (from 2-year-old children to elderly students) and abilities in private and group settings
- Teaching all aspects of English from a beginner to advanced level as well as Business English and test preparation (TOEIC and IELTS)
- Creating lesson plans tailored to the different learning styles of each class and student while adhering to a syllabus
- Providing counselling for students to help shape their progression plan

Datacom

Quality Assurance Specialist

May. 2015 – Oct. 2018

- Analyzed data and CSR interactions to ensure that operations complied with contractual and legal regulations
 - Required knowledge of how to navigate legislature
 - Identified areas where operations were not meeting standards, and presented this in data and presentation forms
- Subject matter expert in Australian Intellectual Property regulations (particularly trade marks and patents) as well as other topics across multiple state governmental departments
- Identifying and implementing policy, process, and performance improvements
- Developing and managing relationships with internal and external stakeholders
 - Included creating and sending monthly reports, as well as hosting meetings to discuss operations as well as Quality Assurance calibrations
- Project management:
 - Assisted in developing and implementing a conversational virtual assistant in a contact center framework

- Developing knowledge management systems
- Providing mentoring, training, and curating developmental plans for contact center agents and employees new to leadership positions
 - Included providing feedback in a one-on-one interaction basis

Easy Being Green

Aug. 2012 – Jun. 2014

Verification Officer

- Ensuring services provided adhered to ESC quality regulations
- Liaising between field staff and customers to provide the most efficient and effective service

EDUCATION

ISI Language School – Takadanobaba

Jul. 2021 – Apr. 2023

Japanese Language School

- Completed the syllabus up to JLPT N1-level topics

Code Chrysalis – Tokyo

Oct. 2022 – Dec. 2022

Coding Bootcamp

- Developed intermediate-level skills in using JavaScript, HTML, and CSS

Macquarie University

2012 – 2018

Bachelor of Arts - Psychology

- Completed research projects during placements at the “Alcohol and Drug Foundation” and “The Benevolent Society”

Qualifications

- Native level in English
- JLPT N3 achieved, but with N2-level proficiency
- Intermediate in Cantonese
- Intermediate-level proficiency in HTML, CSS, JavaScript, and C#
- High-level proficiency in using Microsoft products (particularly Excel) as well as database and analytic software (including Salesforce and Tableau)
- Holds a TEFL-equivalent certification for teaching English as a second language

Achievements

- Participated in Global Game Jam 2023 at Code Chrysalis in Roppongi, Tokyo
 - Acted as a game designer, project manager, and secondary developer for the project
 - Developed a game that adhered to certain diversifiers specific to the weekend’s theme
 - <https://v3.globalgamejam.org/2023/games/floppy-box-7>
- Volunteered for a fox sanctuary in New South Wales, Australia
- Performed as part of an Orchestra or Stage band in the Sydney Opera House more than ten times over several years

Skills and Strengths

Data and business analysis – Excellent and open communication – Customer service – Time management – Critical thinking – Training – Team leading – Legal-oriented language – Organization – Adaptability