

Vanessa Kim

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Summary

Dedicated Insurance professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Education

Queensland Certificate of Education- **Urangan State High School** | **Nov 2016**

Year 12 Certificate of Attainment

Certificate II Retail services

She Codes Plus Program - **She Codes** | **Sep 2022**

- Html/CSS
- Django
- JavaScript
- Python
- DRF
- ReactJS

Skills

- Detail-Oriented
- Internal Communications
- Teamwork and Collaboration
- Analytical and Critical Thinking
- Technical Issue Troubleshooting
- Organisational and Time Management

Experience

Test Analyst | Auto & General – North Lakes, QLD | Aug 2022 – Current

- Collaborating with developers and product owners to stay current on product features and intended functionality.
- Documenting current production methods to identify points of limitation to target for quantification through testing procedures.
- Writing and optimizing test cases to maximize success of manual software testing with consistent, thorough approaches.
- Continuous development of in-depth knowledge of business rules, multiple systems and their respective functionality.

Digital communications Consultant | Auto & General – North Lakes, QLD | Dec 2021 – Aug 2022

- Supporting multiple customers at once using a Digital platform.
- Providing written Sales and Service support in a timely compliant manner.
- Utilising various platforms daily including DISC, Google Hangouts, Sprout, Lexer and LivePerson.
- Actively participate in the day-to-day team environment and in team events such as team meetings, projects and incentives whilst always promoting a positive environment in line with our corporate values.
- Offering regular input and ideas on possible process improvement initiative.
- Maintaining and enhancing product knowledge through ongoing learning.

- Provide feedback and contribute to continuous improvement of internal knowledge base.

Sales Consultant | Auto & General – North Lakes, QLD | Aug 2020 – Nov 2021

- Piloted Motorcycle Insurance product sales, involved with the improvement of web portal, scripting and system improvements.
- Received Tier 2 General Insurance Unit of Competency.
- Greeted incoming customers and provided expert sales and service to drive revenue.
- Maintained knowledge of current promotions, compliance, guidelines, payment policies and security practices.
- Increased revenue by skilfully upselling and closing customer sales and driving product benefits around client needs.
- Boosted client satisfaction ratings by offering proactive resolution ideas while driving actionable responses to questions, concerns, or challenges.
- Worked with fellow sales team members to achieve group targets.

Sales Associate | Caltex - Caboolture, QLD | Apr 2021 – Aug 2020

- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Trained new team members in cash register operation, stock procedures and customer services.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Met merchandise processing standards and maintained organized and accessible work area.
- Engaged customers in friendly, professional dialogue to determine needs.
- Tracked company inventories, moved excess stock, and arranged products to improve sales.

Sales Second in Charge | Liquorland - Brisbane, QLD | Jul 2017 – May 2019

- Supported sales team members to drive growth and development.
- Coached, developed, and motivated team to achieve revenue goals.
- Managed payments processing, invoicing and collections tasks.
- Promoted workplace safety by keeping workspaces clean, organized, and free of hazards.
- Addressed customer complaints with knowledgeable and speedy support to maximize satisfaction.
- Assisted co-workers with special projects to learn new tasks while gaining additional responsibilities.
- Identified safety hazards and notified management, resulting in a new safety process regarding the handling of monies

Sales Associate | EB Games - Pinalba, QLD | Aug 2016 – Feb 2017

- Sold various products by explaining unique features and educating customers on proper application or usage.
- Built and maintained relationships with peers and upper management to drive team success.
- Helped store management promote sales-oriented culture with intense focus on delivering superior customer service.
- Performed floor moves, merchandising, display maintenance and housekeeping to keep sales areas well-stocked, organized and current.
- Educated customers on product and service offerings.
- Completed Trades to company and legislative requirements.

Team Leader | Kmart - Pinalba, QLD | Jun 2014 – Feb 2017

- Delegated daily tasks to team members to optimize group productivity.

- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Learned company processes, procedures, and employee role functions.
- Balanced cash drawer daily and performed opening and closing duties.
- Shadowed managers to gain understanding of organizational expectations and management techniques.

References

Stefan Nardi

Sales Team Leader

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Jayne Brock

Digital Communications

Team Leader

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