

Steven Wan

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Education

- **Diploma of Business (2018)**
- RMIT University

Professional Experience

- **Dock Jockey (November 2021 – January 2022)**
Toll Group, Knox
 - Distributing stock to stores within the shopping district
- **Sales Development Representative (June 2021 – October 2021)**
Podium, Melbourne CBD
 - Outbound phone-based sales role
 - Created a sales funnel organising appointments for account managers
 - Experience with Salesforce and reporting key metrics.
- **Outbound Sales Associate (November 2020 – June 2021)**
Big Post, Notting Hill
 - Achieved pro-rated KPI's within 6 months by establishing professional relationships with small and medium sized business owners
 - Created a sales funnel guiding customers from initial contact to utilising the system
 - Expert in national road freight for small and medium sized business
 - Experienced in outbound sales calls with ability to persuade and create networks
- **Sales and Service Representative (April 2019 – November 2020)**
Optus, Chadstone
 - Met, achieved and exceeded expectations on personal KPI's every month by creating compelling recommendations on whole home communication solutions for families and small businesses
 - Maintained a 9.9 CSAT (customer satisfaction score) by ensuring each customer had a unique experience before leaving the store
 - Generated and qualified leads through attending university open days, warm calls and return/repeat customers
 - Call centre experience dealing with outbound and inbound sales and service calls with excellent phone mannerisms.
- **Field Agent/Data Entry (July 2017 – March 2019)**
AuctionReporters.com.au, City of Knox
 - Created systems to efficiently process and organise raw video data to be used for the YouTube channel and website within a time constraint
 - Organised personal travel routes to ensure prompt arrival to set up camera equipment at each house auction
- **Pick Packer/Warehouse (June 2018-March 2019)**
Adecco/SleepCorp, 5-9 Cleeland Rd, Oakleigh South VIC 3167
 - Experience with pick/packing in a fast paced and high-volume environment
 - Tasked with organising print tickets for the day from clients for other pick/packers
 - Excellent attention to detail, that works well in a team and excels under pressure

Skills

- LEAD and OPTUS sales training