

Summary

Motivated and customer-focused professional with experience in hospitality seeking to expand career in the workplace. Proven track record of excelling in customer service, sales goals, and KPI targets. Known among colleagues as a driven team player who values collaboration in achieving business objectives.

Work Experience

Data Entry at Quay Appointments (NSW Elections)

March 2023 - April 2023

- Proficient in accurate and efficient data entry techniques, ensuring high levels of data integrity and attention to detail.
- Developed strong organisational and time management skills through handling large volumes of data, meeting deadlines, and prioritizing tasks effectively.

Outside of School Hours Care (OSHC) at Marrickville Public School

June 2022 - June 2023

- Developed strong interpersonal and communication skills through regular interactions with children, their families, and school staff.
- Improved organizational and time management skills through planning, executing, and evaluating daily activities and programs.

Administrative Assistant at Elevated Tuition

January 2022 - October 2022

- Able to quickly navigate through Microsoft Excel and Microsoft Words
- Managing time efficiently in order to effectively create resources

Service Provider at Chong Tiy Chinese Restaurant

June 2017 – May 2020

- Effective communication skills during rush hours to ensure highest efficiency and performances.
- Exceeded Key Performance Indicators (KPIs) for bonus rewards.
- Managed time effectively in order to satisfy customers with short loading times.
- High efficiency in cash handling & POS experience under all circumstances.
- Experienced working as a team in order to provide quality service to consumers.

Education

Australian Catholic University, North Sydney (2022-2025)

Currently studying Information Technology

Marist College Kogarah, Bexley NSW (2016-2021)

Graduated

Certificates

ICT30118 - Certificate III in Information, Digital Media and Technology

WWCC - Working with Children Check

Additional Information

- Bilingual: Fluent in Chinese and English
- Teamwork oriented
- Strong work ethic

Extra curricular

- Sport Captain in High School
- Captain in the High School Basketball team and local comp

References

Janice Chen – Academic Mentor/Tutor

04435549093

Email – janicechen6@icloud.com

Kevin Wong – Manager at Chong Ti Chinese Restaurant

0427718175

Email - Available upon request