

Tan Zi Fung

Email: tanzifung@gmail.com **Phone:** +61428113226 **Location:** Crawley, WA

RELEVANT EXPERIENCE

Permanent Part Time Team Member

Mar 2023 - Dec 2023

Cotton On Group, Subang Jaya, Malaysia

- Provided exceptional customer service, ensuring a unique and memorable shopping experience for every customer.
- Processed sales transactions efficiently and strive to achieve key performance indicators and sales targets.
- Fulfilled customers with inquiries as well as escalating customer complaints.
- Collaborated with team members to acquire common goals and embraced challenges as opportunities for personal and professional growth.
- Planned flexible work schedules, including weekends and holidays.

Retail Sales Advisor

Mar 2022 - Aug 2022

Marks and Spencer, Subang Jaya, Malaysia

- Offered tailored customer service by showcasing extensive product knowledge.
- Assigned with various tasks, including visual merchandising setup and ensure store cleanliness and presentation.
- Performed cohesively as a team to accomplish store KPI and sales target.
- Completed all required training related to product knowledge, policies, and procedures.

EDUCATION AND QUALIFICATION

Bachelor of Science (Computer Science and Data Science)

Feb 2024 - Present

The University of Western Australia, Australia

Due to complete course in Nov 2025

Bachelor of Computer Science (Hons)

Aug 2022 - Jul 2023

Taylor's University, Malaysia

Completed Year 1 with CGPA 3.77 and awarded Dean's List

Western Australian Certificate of Education (WACE)

Jul 2021 - Apr 2022

Sunway College, Malaysia

Graduated in top 12% of the cohort

EXTRACURRICULAR ACTIVITIES

President

Jan 2025 – Present

Malaysia Cultural Society UWA

- Lead and manage a team of 30 people to plan, organize, promote, as well as execute cultural and social events for the Malaysian community in UWA, fostering a sense of community on campus.
- Oversee all society operations, including budget management and collaboration with university administration and external partner to ensure successful events.

Events Officer

Feb 2024 – Dec 2024

Malaysia Cultural Society UWA

- Organised and coordinated clubs events, fostering community engagement and enhancing society's presence.

Student Ambassador

Mar 2023 - Dec 2023

Taylor's University

- Organised university open days, ensuring smooth operations and a positive experience for prospective students.
- Ushered visitors during the university open day, ensuring smooth transitions and providing clear directions while delivering informative campus tour.

SKILLS

- | | |
|--|--------------------------------------|
| • Customer Service | • Leadership and management |
| • Adaptability / Flexibility | • Communication and interpersonal |
| • Work under pressure / Excel at fast-paced environments | • Organizational and time management |
| • Problem Solving | • Sales and retail |

Language

- **English** - Native or bilingual proficiency
- **Chinese Mandarin** - Native or bilingual proficiency
- **Malay** - Native or bilingual proficiency
- **Chinese Cantonese** – Working Proficiency

Availabilities

- **Monday:** Available during PM
- **Tuesday, Wednesday & Thursday:** Not available
- **Friday:** Available during PM
- **Saturday & Sunday:** Available all day
- **Public Holiday:** Available all day