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Career Objective:

My objective is to use my experience and enthusiasm to enhance my career and in the process help achieve the goals of my employer. I am a committed team player, who can also work very well individually.

Education:

2015	Google Analytics Fundamentals Course
2012 – 2015	Queensland University of Technology Bachelor in Business (Advertising/Marketing) Bachelor in Creative Industries (Film, New Media and TV Production)
2005 - 2010	River Valley High School Integrated Program (Singapore) Cambridge GCE A Levels

Experience:

Victoria's Basement – Retail Sales Assistant

Ensuring that all customers receive excellent service – Greeting all customers and assisting customers with questions, needs and purchases, recommending products based on customers' needs. Cultivating successful relationships with retail customers. Completing each transaction in a quick and efficient manner. Leading all social media sales initiatives. Cleaning shelves, counters, and tables. Preparing merchandise for display (often building pyramids), stock-taking and monitor inventory

Informa: Web Content Producer

Studying research materials and case studies, writing content for an online blog weekly.

QUT eTV: Filming/QUT News – Production Assistant

Film Sets - Carrying boom mics and spare cameras, gaffer, continuity checks, updating clapboard for each take. Help to build sets.

News - Minor research on current news story, set up camera/tripod/reflector and hold the boom during interviews. Replace camera batteries/memory cartridges.

Creative Activation: Mystery Shopper

Accepting tasks for various retail clients, researching client background and understanding required customer service standards. Visiting stores, reviewing standard of service from clients' employees and completing survey questions.

Satay Ria Restaurant: F&B Service - Service Crew

Greet customers and bring them to assigned tables. Take online and phone reservations, take orders/prepare takeaway orders. Communicate with chefs for customers with special diet. Serve food and clean tables. Maintain cleanliness of restaurant floor, tables and counter.

Singapore Press Holdings: Newspaper Publication – Customer Service Officer

Answer incoming calls and assist the customers or process their requests/subscriptions accordingly (up to 100 calls per day)

Pitstop Café: F&B Service – Café Manager

Maintain cleanliness of the café, take orders, make and serve food and drinks. Update phone and online reservation lists. Do cash/credit transactions and tabulate daily sales, closing, train new employees.

Inlinexpress – Skating Coach

Coaching beginner in-line skating classes. Handling children between ages 7 to 15. Packing, moving, repairing gear.

Calvin Klein – Retail Assistant

Greeting customers, promoting new catalogues, stock-take and replenishing, maintaining cleanliness of shop and booth.

Discover Vacation Camps: Camp Leaders

Assisting teachers to conduct science experiments, set up equipment, teach science over school holidays. Take care of 7-9 year old children; including feeding and taking them on field trips.

Courier Circle: Administrative Assistant

Take courier phone orders and bookkeeping.

Personal Assistant

Help client with filing and claiming receipts, booking restaurants for meetings, booking flights. Manage his daily schedule.

Referee:

Brent Clark

Victoria's Basement Supervisor

Ph: 0404 245 238

Key Skills:

Demonstrated Abilities

- Mac Literate
- Efficient in Microsoft Office Programs and Google Drive.
- Prepared to work in an extremely busy work environment
- Ability to remain calm and in intense situations
- Ability to take the initiative to address tasks without instructions
- Patience and willingness to perform repetitive and routine work
- Ability to produce high quality and accurate work
- Keen observation and attention to detail
- Proven ability to follow instructions and directions carefully

Communication

- Respond to telephone and counter enquires
- Able to converse in English and Mandarin
- Ability to effectively communicate with people of all ages
- Confident verbal and writing skills
- Ability to liaise with both management and staff /team members comfortably

Customer Service

- Ability to anticipate the needs of clients and suggest practical options
- Capacity to greet clients in a warm, professional manner and assist them
- Provide fast, efficient and friendly service to customers
- Experience with various cash registers/EFTPOS/scanners
- Familiar with security procedures required when dealing with cash