

JIMMY TRAN

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CAREER OBJECTIVE

Finance and Economics graduate who is currently self-studying computer programming (Python). Seeking a role which will allow me to utilise my skills in finance/economics and further develop my programming skills.

EXPERIENCE

Small Business Specialist Remote | Australia and New Zealand Banking Group

May 2021 – June 2022

- Uncovering customer needs and providing a tailored banking solution to create value for their business.
- Effectively balancing face-to-face responsibilities with independent tasks.
- Proficiently meeting key performance indicators while also demonstrating the company's values.

Customer Support Assistant | Commonwealth Bank of Australia

Sep 2019 – May 2021

- Assessing customers' financial positions and providing general advice on products and services which may benefit them
- Providing customers with solutions to their financial enquiries
- Effectively balancing face-to-face responsibilities with independent tasks
- Efficiently meeting key performance indicators.

Wait Staff | Café Mambo

Sep 2016 – May 2018

- Provided excellent customer service
- Delivered positive customer experience to customers by answering questions and offering product direction
- Worked in a fast-paced environment
- Maintained cleanliness and presentability of the store

Assistant | Voyager

Dec 2015 – Mar 2016

- Worked under minimal supervision
- Completed delegated tasks efficiently
- Self-reliant and able to finish delegated tasks within a strict time restriction

Work experience staff member | Chemist Warehouse

Jul 2014 – Jul 2014

- Work Experience Provided excellent customer service and assisted customers with queries
- Stocked and arranged products
- Maintained a tidy and clean shop floor

EDUCATION

Bachelor of Commerce (Economics) and Commerce Specialist (Finance) | Monash University

Mar 2016 – Dec 2020

- Major in finance and economics

Victorian Certificate Education | Suzanne Cory High School

Jan 2012 – Dec 2015

Skills

Teamwork Skills

- Recognising individual strengths of team members to ensure that time is efficiently managed within the workplace.
- Collaborating with team members by providing and receiving constructive advice to improve both individual and team performance.
- Displayed the ability to contribute to and maintain a productive work environment.

Technology

- Python, HTML, CSS, JavaScript, React, Git and SQL.
- Proficient in Microsoft Office (Excel, Word, OneNote and PowerPoint) and Outlook.
- Visual Basic for Applications (VBA) proficient in Microsoft Excel.
- Demonstrated the ability to learn specific systems and apply them in a productive manner during banking responsibilities.

Communication

- Displayed the ability to effectively communicate with co-workers in multiple languages to optimise workplace productivity.
- Demonstrated the ability to efficiently communicate with customers of all ages and backgrounds.
- Having the ability to give and receive constructive feedback to co-workers in order to improve team performance.

Time management

- Ability to effectively stay organised and work around deadlines.
- Able to balance both individual work tasks and team-oriented work tasks during experience as a customer service specialist.
- Demonstrated ability to effectively work under high pressure environments.

Problem solving

- Developed problem solving skills to solve complex challenges while learning to program.
- Ability to apply knowledge of financial products and services to help address customer needs and improve financial wellbeing.
- Demonstrated the ability to apply a range of solutions when faced with potential problems while addressing customer concerns as customer service specialist.

REFEREES

Provided upon request.