

Personal Info

Phone

0466451230

E-mail

danicacyap@gmail.com

LinkedIn

<https://www.linkedin.com/in/danica-clarize-yap-6093919b/>

Danica Yap

Professional Summary

Highly motivated and detail-oriented final-year Bachelor of Commerce student with a double major in Information Systems and Information Technology. Proficient in programming languages, database management, and software development methodologies. I am skilled in project management, data analysis, and problem-solving. I demonstrated collaboration ability with cross-functional teams to deliver technology solutions that improve business operations. I seek an entry-level position to apply my technical expertise and business acumen to drive innovation and contribute to organizational success.

Experience

● OCT 2022 - DEC 2022

Chamber of Commerce & Industry WA Internship

- Data management - Gained experience managing and updating data in CRM systems, ensuring data accuracy and completeness and identifying and resolving data quality issues.
- Data analysis - Learned how to run reports and analyze data to identify trends and insights.
- Communication - Worked closely with the membership and membership experience teams to understand their needs and priorities and effectively communicated the findings and recommendations.
- Problem-solving - Identified and resolved data quality issues and helped identify improvement opportunities.
- Attention to detail - demonstrated high accuracy and attention to detail, ensuring that data was entered and managed correctly.
- Time management - Learned how to prioritize tasks and manage time effectively to meet deadlines and support the needs of the business.

● Mar 2021 - Present

Little Donkey Corner

Restaurant General Manager

- Leadership - Led a team of employees, delegating tasks and providing guidance and support as needed.
- Communication - Strong communication skills to motivate the team and the ability to make decisions that are in the restaurant's best interest.
- Organisational skills - Juggling multiple tasks from ordering supplies, scheduling staff and managing inventory.
- Problem-solving - the ability to think immediately when problems arise and come up with solutions to minimize disruption to customer and staff

● AUG 2018 - Jan 2022

ALX and Co. Furniture

Director of Operations

- Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labour and preventing waste.

Education

2021-Present

Bachelor of Commerce

Curtin University

Double Major - Information Systems
and Information Technology

2014 - 2015

Certificate IV in Residential Drafting

Central Institute of Technology

2012 - 2013

Year 11 Equivalent

Tuart Hill College

2009

High School Diploma

St John the Baptist Catholic School

Expertise

Microsoft Office

Dynamics 365

Power BI

Project Management

SQL Database Oracle

Python

Adobe Photoshop

Business Administration

Autocad & Archicad

SEO

SAP Fiori

HTML, CSS, Java

- Achieved substantial goals by deploying market expertise and business knowledge to make proactive decisions.
- Resolved all issues efficiently, in turn enhanced customer satisfaction ratings.
- Analysed business needs while soliciting customer feedback for process improvements.

● JUL 2020 - DEC 2022

IDYLL HOME PTY LTD

Director of Operations

- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Boosted team productivity and efficiency by leveraging top-notch marketing skills.
- Directed team of 5 in operational development of service network, including implementation of quality requirements and operating standards.
- Identified and executed strategic plans based on accurate readings of specifications and solid collaboration with project leadership.

● JAN 2018 - JAN 2019

Efficient Living Group Pty Ltd

Sales Representative

- Implemented marketing strategies and techniques, increasing revenue and customer satisfaction.
- Resolved client problems quickly with superior customer service.

● OCT 2015 - OCT 2018

FREELANCERS

Architectural Draftperson

- Laid and planned commercial building interior arrangements using computer-assisted drafting (CAD) equipment and software.

● AUG 2011 - DEC 2017

McDonalds

Area Coordinator | Manager

- Successfully managed tasks and increased overall efficiency, and achieved results.
- Trained team members, monitoring work for safety, efficiency and overall project progress.
- Monitored cafe supply inventory and ordered more before running out to maintain smooth and efficient workdays