

# DAVID CHA

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## Career Profile

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I am an experienced individual with face-to-face customer service history and emphasis on empathetic approach to negotiations. Effective and efficient collaborator with internal and external stakeholders. Detail driven and adept at working within a team environment – backed by interpersonal skills and a determination to succeed.

## Employment History

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### **13cabs, Sydney NSW – Partner Growth Specialist**

*October 2019 to Present*

- Implemented new workflow that grew 450 NDIS and Working with Children clearance accredited Driver Clients in 12 months (Process adopted offices interstate)
- Maintaining Database of Driver Clients and validity of NDIS and Working with Children documents
- Implemented improved workflow and company policy that transitioned over 40+ Driver Clients to Silver Service (Process adopted offices interstate)
- Generated revenue by onboarding over 130+ Operator Clients and Taxi vehicles.

### **13cabs, Sydney NSW – Contact Centre Agent**

*November 2014 to October 2019*

- Achieved 90% KPIs in providing a pleasant and efficient experience to customer calls in a high volume call centre bookings, service enquiries and complaints
- Allocation and management of drivers to bookings – Liaising with Team Leaders in tracking Taxi Etas, vehicle attributes and large volume broadcast of Taxi services.
- Supervising regional branch taxi services
- Liaising with account holders to dispatch large batch Taxi bookings

## Extracurricular

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### **TEDxUNSW, UNSW Sydney Kensington NSW | 2016 September 2016(Camera Operations) | 2017 January to 2017 October (Productions Manager)**

- Liaison with stakeholders for the development of promotional video content to be placed on social media platforms such as Facebook, Instagram and Youtube
- Managing production pipeline from initial stages of Pre-production to Production to Post production
- Responsible for Treatments, scripts and Production schedule
- Completion of UNSW Art & Design Professional Experience with TedxUNSW

## Education

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### **Bachelor of Media Arts (Honours)**

*2014 to 2017*

University of New South Wales, Darlinghurst NSW

## Professional Skills

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**Languages:** English – Fluent, Korean – Fluent

**Technical Skills:** MTI, Telnet, Internal CRM, Microsoft Word, Microsoft Excel, Dynamics 365

**Soft Skills:** Emotional intelligence, good time management, strong interpersonal skill, adaptable and versatile

Referees upon request

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