# **ELLEN PHAM**

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# **CAREER OBJECTIVES**

An efficient and high detail-oriented individual with a business background, seeking a position where I can demonstrate my administration skill, my post graduate qualifications and my customer service experience to add value to your position.

## **DEMONSTRATED SKILLS AND ABILITIES**

- Data entry and compliance duties: processing clients' staff orders; gathering, cross-checking and inputting employee information into staff management systems
- Data management: manipulating a large database of workforce, generating and analyzing reports
- Resourcing and rostering: resourcing, screening and scheduling work for candidates
- Customer service: inbound and outbound calls, handling all enquiries and complaints via phone and emails
- Experience in using tools: SAP, MYOB, MS Office and different internal data management systems
- Trilingual in English, Vietnamese and Mandarin
- · High detail-orientation and well-developed problem-solving skills
- Able to communicate effectively with people at all levels and from all social backgrounds
- Skilled in organizing and prioritizing workloads

## TERTIARY EDUCATION

#### **Master of International Business**

2015 - 2016

#### LA TROBE UNIVERSITY

Relevant coursework: Introduction to Accounting and Finance, Statistics for Business and Finance, International Financial Management, Financial Accounting Information System, Accounting for Managers, Organisational Behaviour.

## **Bachelor of Science in Economics and International Business**

2011 - 2015

## FOREIGN TRADE UNIVERSITY

# WORK EXPERIENCE

# **Resourcing Specialist**

June 2019 - July 2020

## PROGRAMMED SKILLED WORKFORCE

- Managing and maintaining high-volume workforce rostering, scheduling & labour hiring, in charge of more than 10 clients' staff database, including Dnata, Pacific Brands, Bega, Pampas, CEVA Logistics, Super Retail Group, etc.
- Accurately generating daily, weekly, and monthly rosters within a provided timeframe
- Managing team email inbox, promptly and effectively act on all queries/orders on a daily basis
- Liaising with clients and staff regularly to fill all shifts in a timely manner
- Sourcing and screening suitable candidates, making outbound calls to potential candidates
- Matching clients' needs regarding skill, availability, licence/certificate requirements and roster accordingly
- Assisting with inbound calls, handling all enquiries and complaints

- Answering phones, emails, text messages and responding to/actioning all requests for changes to rosters from clients, staff and management
- Developing and maintaining strong relationships with staff to achieve the right outcomes with clients
- Frequently updating rosters, generating and analysing staff information reports to support business needs
- Working closely with account managers and clients to develop workforce plan
- Monitoring and reporting all site or employee incidents to management team as soon as possible and produce an end of day incident summary report
- Performing administration duties such as searching, gathering and inputting data into FastTrack and reporting compliance or regulatory and organisational requirements.
- Assisting with administrative functions in the payroll department, collating timesheets, answering general queries.

## **Administrative Assistant**

August 2017 - June 2019

## FUSON AUTO BOSCH LTD.

- Preparing materials, including cross-check, print, copy, scan and compile.
- Organizing travel and client appointments for managers
- Conducting market research and client searching.
- Assisting sales team in consulting, selling products and building client relations.
- Daily check and prepare correspondence sending to the headquarter, branches and partners.
- Reviewing and summarizing reports and contracts
- Performing interpreting tasks and support materials translation

## Intern in Marketing Data Management - Automotive Aftermarket

February - August 2017

## ROBERT BOSCH (SEA) PTE LTD.

- Building up the interactive Excel/Access database to support information exchange between the central coordinating team and the regional offices in Asia Pacific.
- Gathering information from SAP platform to build up the Excel/Access database.
- Responding to enquiries via phone and email in supporting system users from regional teams, coordinate with central team in improving system quality and users experience.
- Preparing the cockpit charts for management.
- Publishing GAP analysis for product managers to trigger product development process.
- Generating monthly sales report and keep product managers up to date.
- Tracking monthly expenses for the department.
- Organizing one-time events like meetings and workshops.
- Supporting product communication function in dealing with both internal and external stakeholders to run communication program.

## REFERENCES

Available on request