

**ELLIE
FENG**

Email: ellief5288@gmail.com
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OBJECTIVE

Enthusiastic and tech-savvy undergraduate student pursuing a Bachelor of Information Technology at the University of Queensland. Seeking a dynamic role at the Apple Store to leverage my customer service experience, technical skills, and passion for technology.

EDUCATION

2024 - Current: University of Queensland: Bachelor of Information Technology (First Year)

2018 - 2023: St Peters Lutheran College Indooroopilly

2011 - 2017: Ironside State School

LANGUAGES

- **English:** High level of writing and verbal expression
- **Mandarin:** Fluent in listening and speaking
- **French:** 5 years of learning

EXPERIENCE

2022 - Current: Casual Retail Assistant

JB Hi-Fi Oxley

- Member of the Online Operations team (processing, packaging for online orders and servicing in-store pickups)
- Member of the Merch Team (stocking, counter and cashier).
- Trained new casuals on various apps and systems.
- Provided excellent customer service across different retailing aspects and improved communication skills.

2024 - Women in Computing Leader

University of Queensland

- Represented UQ at high school visits, campus tours, and recruitment events.

- Encouraged young women to pursue education and careers in technology.

2023 IT and Innovation Captain

St Peters Lutheran College

- Assisted in launching the Centre of Learning and Innovation.
- Guided tours and helped teachers with new technology.

2023 Sutherland House Captain

St Peters Lutheran College

- Led house activities and school carnivals.
- Set a positive example for younger students.

2023 Senior Magazine Committee

- Collaborated on ideas and communicated decisions with the cohort.

2022 - 2023 Christmas Casual at JB Hi-Fi Oxley HOME

- Improved customer service skills during peak trade period.
- Worked in Online Operations team.

2021 UQ & Griffith University STEM Ambassador for SPLC

- Attended conferences and workshops.
- Promoted STEM programs at school.

2019 Open Day Volunteer

St Peters Lutheran College

- Guided new students and event attendees.
- Improved communication and coordination skills.

AWARDS

2023 Silver Academic Award

St Peters Lutheran College

2022 Tech Girls Award Recipient

St Peters Lutheran College

2022 Basketball Team MVP

St Peters Lutheran College

2021 Cultural Award - Debating

St Peters Lutheran College

2020 Silver Ironbark Award

St Peters Lutheran College

2019 Outstanding Service Award

St Peters Lutheran College

2018 & 2019: Silver Music Award

St Peters Lutheran College

2017 Senior Strings Captain

Ironside State School

2015 Intermediate Strings Captain

Ironside State School

CERTIFICATES

AMEB: Piano Grade 5

SKILLS

- Able to listen and follow instruction
- Excellent customer service and communication skills
- Quick learner and adaptable to different environments
- Strong team player with leadership experience

- Proficient with modern technology in hardware and software
- Positive and persistent mindset with problem-solving abilities

EXTRA-CURRICULAR ACTIVITIES

- Basketball and Volleyball, St Peters Lutheran College Team
- Played Cello for 3 years, St Peters Lutheran College Sinfonia Orchestra
- Member of numerous school clubs and societies

HOBBIES

- Reading (English Enrichment class & 2018-2020 Third Top Borrower at school's library)
- Speed-Cubing (Top 60 in Brisbane)
- Photography: Capture Award Finalist 2023
- Mechanical Keyboard Enthusiast

REFERENCES

Rhiannon Duffield

Merchandise Senior Manager

JB Hi-Fi

rhiannon.duffield@hotmail.com

Rachael Yates

eLearning Facilitator

St Peters Lutheran College

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