

Eric Chan

IT Graduate

Contact Details

Mobile: 0413 156 147

Email: Eric.c.chan@outlook.com

Website: ericc.me

linkedin.com/in/eric-c-chan

Personal Profile

- I am a strategic thinker with a passion for organisation and the ability to implement strategies that deliver effective results.
- Possess 9+ years of customer service experience that has given me dependable communication skills.
- Gained knowledge in data analytic methods through my university education and looking to increase my skill set further.

References:

Mark Philips

Data Analyst

University of Technology, Sydney

0412 090 851

Justin Davis

Clipspec Manager East Coast

Schneider Electric

0429 058 541

Brendan Pigram

National Consumer Business

Manager for Home & Distribution

Schneider Electric

0456 233 875

Technical Skills

- Solid understanding of data structures and data cleaning methods using Rstudio, Python, and SQL.
- Strong data visualisation skills using Tableau.
- Machine learning methods using Knime.

Languages

- English and Cantonese

Career Summary

TECHNICAL CLIPSPEC CONSULTANT

Schneider Electric

November 2016 - Present

- Supporting and advising clients of residential builders to create electrical layouts at the pre-start phase of the building process.
- Liaise with residential builders to create an understanding of their clients' needs and customisation options.
- Explain technical products and solutions to home owners and the public.

DATA ANALYST INTERN

University of Technology, Sydney

April 2018 - September 2018

- Use of RStudio for data cleaning and analysis of graduation survey data to identify strengths and weaknesses of the degrees offered by the university.
- Analyse event participation data to determine most effective target groups for future events.
- Compile cleaned data into Tableau to provide visualisations to UTS Careers used for internal reporting.

TECHNICAL SUPPORT CALL CENTRE OPERATOR

Pitney Bowes

November 2015 - February 2016

- High volume customer technical support by phone, email and live chat.
- Arranged maintenance service calls for repairers across Australia.
- Updated system database with customer service calls, repair parts and sales.

SALES ASSISTANT

Your Home Depot

January 2011 - January 2015

- Provided a high-level of customer service at large volumes by phone, email, live chat and face-to-face. Focus on first call resolution with every customer.
- Set and always met or exceeded group sales targets for short and long term, focusing on seasonal products and current trends.
- Monitored and managed price matching software to ensure we always remained competitive while maintaining profit margins.

Academic Background

University of Technology, Sydney

Bachelor of Science in IT (Data Analytics)

Predicted graduation July 2020

Normanhurst Boys High School

Higher School Certificate

Graduated 2013