

Leon Zheng

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<https://github.com/fooski>

Key Skills

- Experience with OOP and Scrum framework
- Experience with C, Java, Python, JavaScript, shell script and version control
- Enthusiastic and motivated; demonstrated ability to meet deadlines and hit targets
- Excellent verbal and nonverbal communication skills;
- Great customer service; consistently achieved high customer feedback
- Self-aware and growth-focused; constantly reflecting and making incremental self-improvements

Education

The University of Queensland

Bachelor of Engineering - Software (Honours) 2015 - Current

Expected Graduation: December 2020

Coorparoo Secondary College

2009 – 2013

OP: 3

Work Experience

November 2016 – Present

Optus, Brisbane, QLD

Sales Consultant

Responsibilities:

- Ensuring great customer satisfaction through the delivery of first-class customer service
- Qualifying customers and offering them tailored mobile solutions
- Operating and managing a series of complex backend systems
- Guiding and mentoring fellow team members by aiding them with sales conversations

Achievements:

- Consistently achieved above 90% of KPI, 120% yearly KPI for Optus financial year 2018
- Consistently achieved high customer satisfaction with an average NPS of 9.0 (out of 10)
- Received Optus “Sales gun” award in multiple consecutive quarters
- Nominated by manager for Optus’s annual sales award

Interests

- Photography
- Traveling
- Reading
- Documentaries
- Hiking

Languages

- English – Native proficiency
- Mandarin – Native proficiency

References

Michelle Roberts

Manager

Optus Mt Ommaney

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