

HANYAN LIU

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PROFILE

- Had high supply chain and logistics exposure during 3 years' work in the Order Processing Coordinator role at a medium size manufacturing factory in China.
- Had various computer systems experience and proficient in Microsoft Word and Excel
- Studied Supply chain management and eLogistics course at University of Tasmania
- Have exceptional attention to detail and multitasking skill
- Have a good understanding of Australia culture after 3 years working experience and 2 years study in Australia
- Have a can-do attitude and willing to learn and able to learn quick.
- My more than 3 years' experience in the Customer Service/Order Processing Coordinator role, in addition to my strong communication skills, ensures I will make a good fit to the role of your company.

EDUCATION

University of Tasmania

Master of Information & Communication Technology | July 2018 – July 2020

University of Huaihua

Bachelor of Electronic Information Science and Technology | September 2008 – June 2012

MAIN WORK EXPERIENCE

Despatch Coordinator

COSTA GROUP (AUSTRALIA) | 2020.10 – 2021.05

Responsibilities

- Liaison with sales and marketing staff to establish freight requirement for the despatch of the berries
- Booking and scheduling trucks for dispatch
- Preparing the delivery document.
- Negotiating with the freight company and the sales team to obtain the best results.
- Maintain operation of internal computer systems

Achievements

- Completed excellently day-to-day duties of running a busy despatch department that despatches around 50,000 pallets of stock a season in a fast-paced and high-pressure work environment.

Travel Consultant

AIRLIEBEACH.COM (AUSTRALIA) | 2017.03 – 2017.11

Responsibilities

- Arranging travel accommodations, itineraries and vacations for individuals, groups, and special needs clients.
- Maintaining the official Chinese website and social media with steadily increasing visitors.

Achievements

- Increased 3% monthly turnover to the company by attracting more Chinese tourists through promoting products on social media and kept the company's good image by exceptional customer service.

Order Processing Coordinator

EVERBRIGHT Co., Ltd (CHINA) | 2013.05 – 2016.03

Responsibilities

- Processing Orders from clients.
- Following up on all orders from main Customers.
- Liaising with distribution centre and couriers.
- working alongside the logistics team and be responsible for supporting the team with order confirmations, processing consignments and dealing directly with main customers plus day to day duties/tasks.
- Creating the contact window internally with the different departments and externally with customers.
- Maintaining good cooperation relationship with customers

Achievements

- Got 5-star feedback from the customers every year in the annual customer questionnaire.
- Awarded by a customer as the annual best supplier representative

VOLUNTEER EXPERIENCE

- Volunteered for the City of Hobart's Harmonious Hobart initiative
- Volunteered for the Ogoh-Ogoh Project, Dark Mofo festival 2019
- Volunteered for the Beach Clean Up Action
- Volunteered for Jeans for Genes for selling merchandise to raise for children's Medical research