

PERSONAL DETAILS

Name: Haden Liu (*Permanent Resident*)
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SUMMARY

More than three-years full-time experienced working in fast paced, complex enterprise environments, working to tight timeframes and high volumes. A strong customer service and commercial focus. Skilled in supply chain management software and Excel. Efficient and effective cross coordination skills. Analytical to identify inefficiencies and recommend potential solutions. A documentation and process-oriented mindset.

KEY COMPETENCIES

Unswerving and absolute attention to detail.
Precision time management skills.
Coordinate complex matters across all stakeholders.
A master of computer systems.
If it needs doing, it's done.
A multi-tasker extraordinaire.
Knows customers are the life blood.
Can do – will do attitude and behaviours.
Knows what's important and how to set priorities.
An analytical mind bent with the tools to match.

EDUCATION

Attainment in Data Management Skill Set	TAFE NSW	2018
Advanced Diploma in Translating	Aust. Inst. of Translation & Interpretation	2013
Master of Business Information Systems	Monash University	2012
Bachelor of Business, Logistics & Supply Chain	RMIT University	2010

PROFESSIONAL DEVELOPMENT

Data Analysis with R	Centre of Continuing Education, USYD	2019
Data Analysis with Python	General Assembly Sydney	2019
SQL	TAFE NSW	2018
Material Classification & Standardisation	CNOOC Energy Logistics Co., Ltd	2014

EMPLOYMENT HISTORY

Feb 20 - Present DSV Air & Sea (AU & NZ) Pty Ltd Sales Advisor

Responsibilities:

Generating quotes on international air/sea freights within rates frameworks and international freight terms.
Assisting pricing analysis with internal stakeholders and overseas branches.
Providing sales administrative support with customer research and development and RFQ support.

Dec 16 – Jan 20 Panalpina World Transport (AU & NZ) Pty Ltd National Sales Support

Responsibilities:

Generating quotes on international air/sea freights within rates frameworks and international freight terms.
Generating sales and performance reports as assigned by clients with Excel Formulas and Pivot Table.
Providing sales administrative support with customer research and development and RFQ support.

Achievements:

Able to complete performance reports with SAP reporting and Excel after 1 training session by supervisor.
Understand international freight principles and internal pricing frameworks after self-learning

Jul 15 – Apr 16 CNOOC Energy Logistics Co., Ltd Admin. & Procurement Analyst

Responsibilities:

Entering customers' orders and information into the SAP system.
Ensuring internal compliance and procurement procedures are applied.
Reconciling project payments within the SAP and the internal financial management systems.
Monitoring the process and progress of customers order and preparing management reports.
Identify 'roadblocks' in the supply chain, causes and rectifying with revised materials.
Analysing costs and expenses as part of the weekly procurement reports.

Achievements:

Use the SAP module and the internal finance management system proficiently after 3 weeks of self-learning.
Time Management: completed a large number of project tasks within the time limits.

Sep 14 – Jun 15 "Same employer as above" Data & Project Support Officer

Responsibilities:

Standardising review to data, corporation wide inventory and newly procured items.
Classifying all tangible equipment used and consumed during business operations.
Standardising data information of equipment for entering into the information systems.
Cleansing data, based on the standardization framework, from staffs across all branches.
Ensuring cleansed data complies with the standardisation framework.
Optimising the data quality and improving the efficiency of information systems.
Identifying data dimensions and download data with SQL languages from the project's database.
Processing data in Excel models, using "VLOOKUP" and providing progress monitoring and reports.
Preparing the PPT presentation for weekly meetings.
Providing telephone & online support to CNOOC stakeholders on data downloading & processing.
Conducting internal training on Excel skills for the project's colleagues.

Achievements:

Gained understanding of industrial project management and the concept of the data standardization
Learned SQL and Excel formula skills through work closely with consultants from the Accenture.
Completed all tasks within the time limit in the project schedule.

Apr 14 – Aug 14 "Same employer as above" Technical Translator Project Assistant

Responsibilities:

Translation for technical and business documents (Project proposal & manual) between English and Chinese.

Achievements:

Time management for a business trip to the project site project, and various translation tasks.

Responsibilities:

Providing daily monitoring and analysing for data backup of servers for clients around Victoria.

Receiving system alerts and logging as service tickets into service management system.

Assisting other technicians to identify problems, work with technicians from cloud-side service providers.

Troubleshooting and solving failures through remote management software.

Assisting the company's office relocation project and other IT service tasks including system installation.

Learn how to use a data visualization software (iDashboard).

Achievements:

Have obtained first hand understanding on the business operation and workplace culture in Australia.

Have obtained understanding on the skill demands of IT service industry.

IT SKILLS**Desktop Applications**

MS Excel	Intermediate
MS Word	Intermediate
MS PowerPoint	Intermediate
Visio Express	Intermediate

Programming Languages

SQL	Intermediate
Python	Basic
R	Basic
HTML & CSS	Basic
JavaScript	Basic

OTHER EMPLOYMENT ISSUES

Australian Permanent Resident

NSW Full Driver License (Class C)

REFEREES

Details of professional referees available on request.