

H E N D R I C W I D J A J A

CONTACT

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SKILLS

PROFESSIONAL

- Communication
- Stakeholder Management
- Prioritization
- Meeting Deadlines
- Eye for Detail
- Problem Solving

TECHNICAL

- Microsoft Word
- Microsoft Excel
- CostX
- Aconex
- SAP / CRM

EDUCATION

Bachelor of Construction Management & Property
University of New South Wales
2015 - 2018

INTERESTS

- Fitness & Health
- Travelling
- Technology

SUMMARY

A passionate learner with 4 years of experience in the construction industry & customer service roles. Previous roles include Cost Planner Assistant, Contract Administrator, Project Support & Customer Service Coordinator. From my experience, I have developed a high level of attention to detail, problem solving, communication and a strong ability to work in fast paced environments.

PROFESSIONAL EXPERIENCE

Customer Service Coordinator

Frasers Property Australia | Present

- Providing a high level of customer service to all enquirers via calls and emails
- Demonstrated strong product knowledge to effectively address customer concerns and provide accurate information
- Handled escalated customer issues with professionalism and empathy, ensuring satisfactory resolution and maintaining customer loyalty
- Utilised CRM software to document customer interactions, update account information, and track issue resolution
- Collaborated with cross-functional teams to troubleshoot technical issues and resolve customer complaints in a timely manner
- Assisted in training new customer service representatives, sharing expertise and best practices to support team success

Cost Planner Assistant | Contract Administrator - Residential

Frasers Property Australia | 2018 - 2020 | 2022 - 2024

- Prepared comprehensive cost estimates tailored to low-rise residential projects, valued up to \$10M.
- Developed level 2 cost plans specifically for low-rise residential projects, ensuring accuracy and alignment with project requirements.
- Managed the tendering process for multiple trades, including issuing invitations, evaluating proposals, and selecting suitable contractors.
- Maintained and updated the cost and rates database within CostX software, ensuring data integrity and accessibility for project teams.
- Coordinated with suppliers to request and evaluate quotes, negotiating favorable terms to optimize project budgeting and procurement processes.
- Oversaw contract management and handled variations with consultants and contractors, ensuring adherence to project timelines and budget constraints.

REFERENCES AVAILABLE UPON REQUEST