



Jess Lee

Professional Summary

Astute Customer Service Specialist with experience in the banking and finance sector. Has a proven track record of providing exceptional customer service in a banking and finance environment, meeting and exceeding KPIs, managing customer information, working in a team-orientated call centre environment, and more. Has been recently working at Lighting Spaces as an Operations Manager, and is now looking to return to the banking and finance sector. Currently searching for Customer Service roles in the area of financial crime.

Work History

Lighting Spaces - Operations Manager

Melbourne, Victoria

02/2020 - Current

Key Responsibilities:

- Leading warehouse improvement initiatives to advance operational efficiencies and increase revenue.
- Establishing positive and effective communication among staff.
- Assessing lighting supplier quality to maintain tight cost controls and maximise business operational performance.
- Performing basic accounts reconciliation using Xero and hub doc.
- Identifying and resolving unauthorised, unsafe or ineffective practices.
- Helping plan and resource personnel and logistics component exercises.
- Developing and optimising organisational systems to boost efficiency and keep operations scalable and agile.
- Maintaining warehouse stock levels and supplier relationships.
- Establishing positive and effective communication among staff and organisational leadership.
- Tracking trends and suggesting enhancements to both challenge and refine the company's products offerings.
- Assisting with lighting assembly, including soldering LED strips, building custom lights, and testing lights and packing.
- Directing product flows and informing management about delays and challenges.
- Conducting on-site visits. and assisting electricians with installation.
- Learning how to quote, as well as read reflected ceiling plans (RCP) and lighting schedules.

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Skills

- Banking and finance customer service
- Phone etiquette
- Written and verbal communication
- Organisation
- Team building
- Meeting and exceeding KPIs
- Conflict management
- Stakeholder management
- Working under pressure
- Database management
- Banking and finance processes and procedures
- Problem solving
- Sales
- Call centre processes

Education

2014

University of Westminster

London

Bachelor of Business Management (Hons):
Accounting

2012

Westminster Kingsway College

London

Business Foundation Degree: Arts

2010

Balwyn High School

Melbourne, Victoria

VCE

National Australia Bank - Customer Service Advisor

Melbourne , Victoria

01/2019 - 02/2020

Key Responsibilities:

- Maintained customer satisfaction and trust within NAB by efficiently solving customer queries in a prompt, empathetic manner.
- Quickly determined customer Internet Banking queries, and either assisted or transferred them to the correct department.
- Used a range of internal systems such as Siebel, eBOBs and NAB Portals.
- Worked under pressure to meet KPIs while maintaining high customer satisfaction (Net Promoter Score).
- Accurately recorded customer interactions on their profiles so future bankers could assist the customer more efficiently.
- Articulated and communicated concisely to customers to avoid unnecessary call backs, and increased lead efficiency.

F45 Blackburn - Senior Group Trainer

Melbourne, Victoria

01/2018 - 01/2019

Key Responsibilities:

- Planned and facilitated regular group fitness sessions for 35+ members.
- Lead generation through supplying marketing material and conducting follow-up sales and retention calls.
- Conducted weekly and monthly budgeting exercises to ensure sales targets and members sign-ups were met.
- Ensured members performed exercises according to the correct form and that safety procedures were followed.
- Ran body composition analysis and used data to determine goals which helped track and measure performance.

Plus Fitness - Personal Training /Sales Representative

Melbourne, Victoria

02/2016 - 02/2018

Key Responsibilities:

- Supported clients in achieving their goals for a healthy and well-balanced lifestyle.
 - Performed sales duties for lead generation and member sign-ups at Plus Fitness.
 - Performed daily follow-up calls to new and existing prospects to close sales.
 - Ensured clients stayed on track with fitness goals by regularly calling them.
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Other Work History

Senkei – Business Owner

Melbourne, Victoria

02/2021 - Current

Key Responsibilities:

- Planning and deploying all marketing tactics to drive strategic growth.
- Maintaining stock levels in the warehouse and managing supplier relationships.
- Putting together realistic budgets based on costs and fees for more efficient business operations.
- Keeping up to date with orders, ensuring all orders are fulfilled within the promised timeframe of two weeks.
- Studying the marketing to determine optimal pricing of goods and services, and to capitalise on emerging opportunities.
- Assisting customers with any difficulties or repairs if they have a non-functioning item.
- Overseeing business budget planning and administration, as well as invoicing functions.
- Performing quality control on cables and other accessories to ensure customer satisfaction.
- Building, testing and packing cables.
- Using Shopify to drive online business growth.
- Taking photos for Instagram, posting on reddit and discord, and running Facebook ad campaigns.