

JEFFREY AU

OPERATIONS & EFFICIENCIES MANAGER

PROFILE

Recent graduate of University of Toronto with experience in sales, customer service, business analytics and operational administration. Seeking to broaden experience and leverage management specialist skills set in business consulting environment. Capable of adapting to new environments and changing priorities to support business demands.

PROFESSIONAL SKILLS

Analytical Skill
Organizational Skill
Operation Management
Inventory Management
Data Analysis
Budget development & analysis
Interpersonal Skill
Strong Teamwork
Microsoft Office Suite

PERSONAL SKILLS

Critical Thinking
Problem Solving
Reliable and Professional
Organized
Time Management
Team Player
Fast Learner
Multilingual (English, Mandarin & Cantonese)

CONTACT

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 647-885-2813

PROFESSIONAL EXPERIENCE

OPERATIONS AND EFFICIENCY MANAGER

IQ Mobile Inc. (Authorized Telus/Koodo dealership) | Jun 2020 - Aug 2020

- Analyzed, monitored & improved operational efficiencies by implementing and maintaining processes, policies, and protocols
- Monitored existing inventory levels & purchase orders and informed sales department on product positioning
- Created and maintained new hire progress document to ensure up-to-date information on training progress
- Supervised other co-workers to ensure store and staff efficiency standards are met (including Covid-19 sanitizing procedures)
- Performed regular sales representative operations as described below

SALES REPRESENTATIVE

IQ Mobile Inc. (Authorized Telus/Koodo Dealership) | Jan 2020 - Jun 2020

- Provided exceptional customer service by assisting clients on purchasing decisions, and ensure their satisfaction with Telus/Koodo services, products and values
- Managed daily operation independently, from the opening to the closing of Koodo store
- Ensured accuracy in all transactions, inventory levels and procedures
- Communicate up-to-date merchandising and promotional activities with relevant stakeholders, including colleagues & clients
- Handled inventory documents when transferring inventories between stores and collateral shipments
- Safeguarded and monitored cash drawers & generated cash reports on daily basis, solved any discrepancy

OFFICE ADMINISTRATION ASSISTANT (PART-TIME, SUMMER)

Bullyland AG (Hong Kong, China) | June - Aug 2014 - 2016

- Managed purchase and sales documentation for both vendors and clients, ensuring reliable document storage and retrieval
- Monitored, ordered, and maintained office materials for day-to-day operation
- Attended management meetings and ensured timely entry of vendor and client information, relaying information to relevant stakeholders and personnel

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION, MANAGEMENT SPECIALIST

University of Toronto | 2015 - 2020

SCHOOL MANAGEMENT/CONSULTING PROJECTS

- Analyzed financial statements, organizational structure and market/product positioning of global organizations in multiple industries including luxury goods, home appliances, software, and hospitality
- Provided insights & support to their strategic investment, risk, marketing, and management efforts
- Applied multiple analysis methods including SWOT, PESTEL, and Porter's Five Forces to identify and extract critical information for managerial decisions
- Analyzed organization's R&D, Finance, and HR situation for potential risks and provide solutions in transformation or change in organization structure and strategic planning