

# JENNIFER LINCON LAI

0459410691



jenniferlaai@gmail.com



1007D/ 21 Robert Street, Collingwood, VIC  
3066



## SUMMARY

Highly motivated recent Software Developer graduate. Proficient in managing client's accounts and queries, handling confidential documents, and communicating with internal and external stakeholders. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

## EDUCATION

### CoderAcademy

Diploma of Information Technology  
2023

### Monash University

Bachelors of Business and Arts  
2019

## SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience in managing and handling financial documents

## TECH STACKS

- Python
- REACT
- Javascript
- Node.js
- Express.js
- MongoDB
- PostgreSQL

## PROFESSIONAL EXPERIENCE

### Policy Administration

MLC Life Insurance | 2021 - Present

- Ensuring all customer requests are handled in a timely manner in line with our service level agreement
- Consistently meeting internal productivity measurements at 100%
- Provides empathetic customer service through emails and outbound calls
- Documented communications and any issues for records purposes
- Taught new hires the processes and procedures on providing client statements and the correct responses to client's enquiries
- Self-motivated and able to work autonomously in an administrative role.
- Identifying risk events and escalated in line with event management's policy
- Working with internal Quality Control Associates to ensure quality results on end-to-end customer requests
- Working in a team to improve the team SLA to 84% from 60%

### Customer Servicer Supervisor

Coles Supermarket | 2017 - 2021

- Working in a team to ensure customer satisfactions level are met and maintained weekly
- Dealt with refunds and exchanges for customers
- Assisted coworkers when dealing with difficult customers or situation
- Performed and reported cash counts and pickups as part of supervisor duties
- Worked in a team to collect and achieve fundraising goals for charities' donations
- Supervised the new team members and handled closing procedures of the service area