Jo-Shan Lee

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Nationality: Australian

Profile

- UX Designer
- Content marketer | Customer Success Manager

Professional Experience

Typeform
Customer Success Advocate   **April 2018 - Current**
- Compliance, Crisis management, Logic Jumps

Eggbun Education
Content Marketer | Customer Success Manager   **Mar 2017 - July 2018**
- Customer service management: Freshdesk, Atlassian JIRA & Confluence
- Acquisition & Retention: Email marketing, social media marketing, Messenger chatbots
- FAQs, SEO copywriting, cultural content writing, design digital images
- Conduct user research, handle user feedback and queries
- Content analytics

Naturalkids - Escaladei, Cerdanyola del Vallès   **Jan 2017 - June 2017**
ESL Instructor (Contract)
- Prepared lesson plans and made classroom materials
- Conducted conversational English lessons (Primary)

SuperConcepts - SMSF Operations Pty Ltd - Adelaide   **Nov 2016 – Dec 2016**
Assistant Administrator- Tax and Internal Audit (Casual)
- Assisted internal auditing and supported the tax team
- Reconciled tax report and confirmed tax lodgement

The Princeton Review Korea   **Jun 2015 – Dec 2015**
Corporate Training Instructor – Hyundai-Kia Motors Group
- Instructor of the Business English training program at Hyundai Motors Group (Headquarter).
- 1:1 direct coaching and small group training.
- Tailored training sessions according to client learning needs.
- Prepared daily and monthly reports of training progress.

Apora Holdings B.V.   **Apr 2015 - May 2015**
(Apora Ventures Korea)
Business Development Intern
- Administered business development and accelerator projects (Accelerator Korea).
- Performed global competitor analysis, Startup marketing research & analysis, and research reporting.
- Assisted and reported to foreign executives.
- Attended business networking events to promote company's accelerator program (e.g. Google Campus Seoul, TechCrunch)

Seoul Metropolitan Office of Education   **Aug 2012 – Feb 2015**
(Myeong Deok Elementary School)
 English Language Instructor
- Prepared lesson plans and made English learning materials (e.g. workbook, listening audio files)
- Assisted in preparing and proofread English related paperwork

Cavendish Superannuation Pty Ltd – Adelaide   **Mar 2010 – Jun 2012**
Self-Managed Superannuation Fund (SMSF) Compliance Administrator

- Directly administered approximately 140 Self-Managed Superannuation Funds with high accuracy to make sure the funds are complying with Australian Taxation Office regulations.
- Prepared and finalised financial reports including data entry, income tax reconciliation and annual tax return.
- Analysed portfolio reports (UBS, Goldman Sachs JB Were, Morgan Stanley Smith Barney, Evans and Partner).
- Investigated compliance issues.
- Liaison with clients and external advisors

Australian Taxation Office – Adelaide, South Australia   **2008, 2009, & 2010**
 Tax Help Volunteer (Client Service) – Tax Help Program 2008, 2009, 2010

- Completed training in Tax Help Department of ATO.
- Provided individual tax return preparation services for senior citizens and low income taxpayers.
- Client services – meeting and communicating with the clients, analysing clients' tax situations (e.g. eligibility), responding and assisting clients' queries.
- Maintained high accuracy in analysing and interpreting data.
- Communication between clients and the ATO.

Tan Nguyen Accountant and Associates   **Nov 2009 - Feb 2010**
Trainee Accountant (Administration & Accounting)

- Data processing, bookkeeping and financial reporting
- Administrative tasks

Education and Qualifications

Bachelor Degree in Commerce (Accounting)
The University of Adelaide - Adelaide, South Australia

TOPIK 한국어능력시험 4급
Sogang University - Seoul

日本語能力試験　３級
Japanese Language Proficiency Test – Level 3

TESOL Advanced Diploma
Australasian Training Academy TESOL College

Online courses:
Certified UX Designer *(Completed)*
CareerFoundry

Frontend for Designer *(In Progress)*
CareerFoundry

HTML & CSS (Completed)
Codecademy

Content Marketing Bootcamp (Ongoing)
Web Profits

Language Skills
- English, Chinese (Mandarin, Cantonese) - Native level
- Korean – Advanced level, Fluent (both verbal and written)
- Malay (Bahasa Melayu) - Advanced level
- Upper intermediate level of Japanese
- Spanish – Level B1
- HTML, CSS, UML

IT Skills

- Highly proficient in Microsoft Excel, Word, Power Point, Access
- MYOB, Deskstop Super & ClassSuper – SMSF software
- Atom, Sublime Text
- Canva, Sketch - digital design