

Jeffrey Pang

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Career Objective

After completing my Bachelor of Science course (Major in Physiology), I am ready to seek the next chapter in life. I am seeking any available position where I can expand my horizon and experience, while also allowing me to gain exposure and explore future career options in the science/health industry. As a graduate in science, I am eager and determined for a chance to learn and apply my accumulated knowledge and skill set into the workforce.

Summary of Skill and Qualifications

- Skills in critical evaluation of scientific literature, physiological data and experimental design.
- Skills in both oral and written communication to both scientific and lay audiences.
- Familiarity with medical/anatomy terminology and laboratory/research instruments and technology.
- Familiar with federal health care regulations and patient care codes
- Understanding of practical skills and technologies in the solution of scientific problems.
- Understanding of skeletal muscle structure and function and how muscle properties are changed during growth, development, exercise, ageing and pharmacological interventions
- Understanding of how ageing affects muscle structure and function, the underlying cellular mechanisms involved in disuse atrophy, muscle damage and repair.
- Understanding of metabolic, cardiovascular and respiratory physiology and the acute and long-term responses to exercise and fatigue
- Understanding of how neurons form the building blocks of the nervous system, communicating between them and the electrical impulses generated and integrated by the neuron to encode and store information
- Understanding of the basic principles of drug action, receptor sites that mediate drug action and the physiological and biochemical mechanisms associated with the response to a drug in terms of their absorption, distribution and metabolism.
- Research skills gained through independent research projects including literature review, analysis of information and writing scientific papers
- Ability to work effectively as a team with a shared goal and development of communication skills through multiple successful team projects at university and my work experience
- Strong analytical, problem solving, and people-management skills, demonstrated in managerial and service work while financing my education.
- Consistently recognized for outstanding customer service evident via NPS scores and receiving prizes for exceeding expectations in the area of customer service and prospect capture when employed in the service industry during COVID-19 period.
- Fluent in English and Chinese Cantonese, proficient in Chinese Mandarin.

Education and Training

Bachelor of Science, Major in Physiology, *The University of Melbourne*, Parkville Jan 2014 - Apr 2018

- Completed research project on potential treatments on Duchenne muscular dystrophy (DMD) via increasing the proportion of slow muscle fibres to reduce damage, and aid repair.
- Completed experiment and research paper on central thermoreceptors and compensatory mechanisms in humans in response to elevated environmental temperature.

Select Entry Accelerated Learning, SEAL program, *Gladstone Park Secondary College* Jan 2007 - Nov 2013

Employment History

Sales Associate, Burberry Pacific Pty Ltd

Nov 2019 – Jul 2021

Melbourne International Airport & Collins Street, Melbourne

- Casual turned to Full-time position to assist with finances after graduation and during COVID-19 breakout
- Develop strong people and communication skill as well as working in a team environment
- Using strong communication and language ability to serve up to 800 domestic and international clients in store and digitally per day
- Building strong rapport with clients locally and internationally by engaging and outreaching both digitally and in-store
- Effectively hosting appointments with clients to build lasting relationships
- Communication and liaising with management to ensure quality service
- Assisting with stocktake, transfers and unpacking of new deliveries
- Ability to work in a fast-paced environment due to airport nature
- Assisting Senior Visual Merchandiser with product placement and replenishments

Sales Associate, Armani Exchange (Club 21 (Australia) Pty Ltd)

Emporium & Highpoint, Melbourne

May 2016 – Mar 2019

- Entrusted with store operations by management as keyholder
- Coached and embedded customer focus behaviours with team members
- Maintaining and assisting team members in achieving set goals
- Ability to effectively assist with stocktake, deliveries and transfers
- Key contributor to the store's visual merchandising during changeovers
- Casual/Part time while studying to help with finances

Supervisor, Cacao Green

Swanston Street, Melbourne

May 2014 – Dec 2014

- Entrusted with store operations by management
- Managed and coached a small team of 2 to 3 people per shift
- Effectively maintaining OH&S cleanliness and standards for operations
- Ensuring food hygiene and preparation are prioritised
- Casual/Part time while studying to help with finances

Referees

Available upon request