

Kelly Li

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PROFILE

• I am a results-oriented and customer service professional who is seeking the opportunity to apply relationship building and business management experience in a new career role • My workplace experience has encompassed small business management, team leadership and operational control • I will build very professional relationships with customer, share my product and service knowledge freely, pay attention to details to deliver quality service and support consistently • My success will come from my retail sales and service strengths, meticulous attention to details, dedication to quality, management of time / resources, and outstanding team work.

KEY COMPETENCIES

- **Interpersonal Strengths** – An active listener who will ask sensible questions, remain focused on the client and team mates and to communicate effectively, especially liaising users and technical specialists
- **Relationship-building** – Builds professional relationships at any level using mature communications skills, patience, and honesty and integrity in all matters
- **Client Service Expertise** – Offers strong client service delivery experience from a career in retail sales and customer service settings as employee and employer
- **Business / Operations Manager** – Working as business owner has provided very practical project management capabilities:
 - Hiring, training, rostering and managing staff performance
 - Marketing and promotion of add-on services / products
 - Ordering product, stock-taking, and inventory control
 - Cash-flow, profitability control, and oversight of taxation compliance
- **Quality Control** – Has strong experience paying close attention to important details to control quality of finished work
- **Team Worker** – An effective team worker who shares knowledge and supports team mates in getting the job done by taking responsibility and follows through with diligence and dedication
- **Software Developer** – Graduate of the very practical software development programme / bootcamp through the Enspiral Dev Academy:
 - Programming: JavaScript; Node.js; CSS; HTML (Sound)
 - Platform: GitHub; Express (Sound)
 - Query Tools: Oracle SQL; Knex; GraphQL (Intro)

- JavaScript Development Tools: Handlebars; React; React-Native (Basic)
- Source Code Editor: Visual Studio Code
- Microsoft: Word, Excel, Outlook (Sound)

ACHIEVEMENTS

- Demonstrated business control, Human Resources management, team leadership and quality customer service delivery as Managing Director of Café 93, in Thorndon, Wellington
- Promoted from Barista / Front of House to Manager of Viva Café based on dedicated work ethic, interpersonal skills, combined with leadership and organisational capabilities
- Gained early retail customer service grounding in front-line customer service roles with Clarks Café and Viva Cafe
- Completed and passed the Software Development Bootcamp with the Enspiral Dev Academy:
 - Portfolio of my work is available on [Development Portfolio](#)
 - Continued programming / development skills undertaking self-motivated study of Oracle SQL
- Completed NZ Diploma of Business (Level 4) from Massey University in 2004

PERSONAL ATTRIBUTES

- Mature, open communicator who listens to other perspectives
- Pays meticulous attention to details, is naturally quality-oriented
- Logical, analytical, and effective decision maker
- A thorough planner and organiser who follows through for completion
- Client-oriented working above and beyond the call of duty for customers
- Will assume responsibility and deliver on this reliably

EMPLOYMENT HISTORY

Wellington Chinese Language School – *Volunteer Webmaster* **Jan. 2019 – present**

- Using CSS to modify and update the School website

Hepburn & Associates Business Consulting & Coaching – *Translator* **Jan. 2019 – present**

- Undertaking reference check calls and translating Chinese materials to English

Café 93, Wellington – *Managing Director* **2012 – 2017**

- Hiring, training, rostering and managing up to eleven staff delivering café and external catering operations, including fostering a positive culture
- Purchasing, and managing the day-to-day café operations, including overseeing cash-flow, profitability and managing all the business issues of

a small business

- Fostering and managing excellent client, and supplier relationships, including overseeing food and service quality as a marketing strategy by gaining return and referral business
- Planning and implementing marketing strategy to build a profile
- Planning and managing the logistics for external catering and building relationships with staff from Government Departments (ACC, Ministry of Health, etc.), and corporate customers
- Handling all A/cs Receivables and Payables, Payroll, reconciling daily takings, maintaining all small business records, and liaising with Accountant for end-of-year income tax return
- Undertaking customer surveys to maintain awareness of how the service is viewed
- Maintaining the Café facilities in a clean and tidy presentation

EMPLOYMENT HISTORY (CONTINUED)

Saigon Paris Café, Wellington – *Barista / Baker*

2009 – 2011

- Planning and producing all baked products and merchandising these to best effect
- Taking coffee orders, making consistent quality coffees, and processing payments, while delivering excellent customer service
- Creating and managing the staff roster, and checking staff timesheets

Viva Café, Wellington – *Manager*

2007 – 2009

- Training and supervising three staff and overseeing Front of House and Kitchen Manager to ensure the service is operating smoothly
- Ordering products and consumables and overseeing stocktaking
- Responding to and handling customer queries and complaints in a calm and positive manner

Clarks Café, Wellington – *Kitchen Hand*

2007 – 2009

- Undertaking early morning food preparation, and maintaining a clean and tidy kitchen, then returning to Viva Café

Viva Café, Wellington – *Barista / Front of House*

2005 – 2007

- Making quality coffee to customer orders, handling food orders, processing payments, maintaining hygiene, selling added retail products, and delivering excellent customer service
- Undertaking basic health and safety and Barista training

QUALIFICATIONS

Software Development Bootcamp – *Enspiral Dev Academy / NZQA (2018)*

NZ Diploma of Business (Level 4) – *Massey University, Wellington (2004)*

REFEREES

Available on Request