

Daniel Huong

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EDUCATION

University of Melbourne, Parkville — Bachelor of Commerce

FEBRUARY 2007 - JULY 2010

Graduate; Finance & Economics majors

EXPERIENCE

Metro Trains Melbourne, Melbourne — Penalty Fares Administrative Officer

OCTOBER 2015 - AUGUST 2016

- Data Entry; entering commuter offence data onto a Microsoft Access database.
- Reconciling daily takings from Authorised Officer's eftpos machines.
- Generating weekly and monthly reports for management and strategy teams.

National Australia Bank, Docklands — Customer Fulfillment Officer (NAB Broker Mortgages)

JULY 2013 - OCTOBER 2015

- Case management after signed mortgage documents are returned in preparation of settlement.
- Verifying signatures and checking that bank and solicitor documents are correct for a successful property settlement.
- Investigating potential settlement requisitions with the relative states' land titles office.
- Liaising with brokers, solicitors/conveyancers and settlement agents to solve problems.
- Balancing undertaking 7 new cases per day with existing cases.

Key Achievements:

- Won 2 "shining star" awards
- Workshopped with various teams to present and implement progressive process changes.

National Australia Bank, Melbourne — Loan Modifications Officer

JULY 2012 - JANUARY 2013

- Completing various loan changes on NAB's systems such as

SKILLS

Works well under pressure;
prioritise

Problem solving and finding
solutions efficiently

High attention to detail

Touch-typer @ 80wpm

Proficient in the Microsoft
Office suite; especially Excel.

LANGUAGES

English (first language)

Cantonese

repayment recalculations, repayment holidays, change of products and applying discounts on customer's interest rates.

- Generating redraw documentation and processing redraws.

Key Achievements:

- Workshopping with various teams when extra capacity is required.
- Won team of the year in the NAB 'Servicing' department.

McDonald's, Whistler, Canada — Crew Member

NOVEMBER 2011 - APRIL 2012 (WORKING HOLIDAY)

- Served customers pleasantly and
- Maintained cleanliness of workstations and restaurant.
- Adhered to food strict guidelines when preparing and cooking.

Southgate Financial Services, South Melbourne — Fleet and Finance Consultant

OCTOBER 2010 - SEPTEMBER 2011

- Upsold fleet and finance solutions to individual, business and not for profit clients.
- Identified customers needs to provide them with the best suited products from a range of suppliers and financiers.
- Drawing finance contracts and processing completed contracts for settlement of funds.

Roy Morgan Research, Melbourne — CATI Interviewer (Computer Assisted Telephone Interviewing)

APRIL 2008 - AUGUST 2010

- Cold calling households to complete telephone surveys for statistics in the 'Morgan-Gallop Poll'.
- Conducted telephone surveys for various companies such as the Commonwealth Bank of Australia.
- Complete at least 3 surveys per hour.

National Australia Bank, Melbourne — Market Research Interviewer

JANUARY 2007 - JULY 2007

- Successfully cold called customers to complete feedback surveys.

REFEREES

Petula Mendes – Team
Leader, Penalty Fares
Administration
Metro Trains Melbourne
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James Vargas – Team Leader,
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