

Van Dung Nguyen

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Experience

[DEC 2024 - CURRENT]

Customer Service Consultant / Smart Salary

- Accountable for delivering frontline customer service by answering inbound enquiries and or responding to emails providing information on salary packaging and novated lease services ensuring the provision of quality and superior customer experiences whilst managing their finances.
- Developing and maintaining a strong relationship with clients and customers
- Working closely with clients to ensure maximum benefits whilst minimize risk and fulfilment of customer request such as claims, package change requests and new applications
- Data entry/reporting analysis - Maintaining administration standards, including the timely inputting of data, filing storage and security of all documents and all reporting to clients and customers
- Working towards individual/team KPIS such average call time and average calls handled, customer surveys, first call resolution results and potential leasing sales and/or service sign ups

[OCT 2020 – DEC 2024]

Assistant Manager / UNIQLO Australia

- Monitor and develop work schedules – roster and control personnel cost as part of creating profits
- Assess effective visual merchandise layouts and comply with merchandising requirements
- Manage inventory levels and propose solutions that best benefit the company
- Supervise, motivate and develop a team to ensure retention – training new and existing members to develop a business leader mindset
- Successfully deliver UNIQLO's fundamental principles of customer service – aim to become the best global clothing retail brand

[NOV 2018 – JAN 2021]

Coffee Specialist / Nespresso Flagship Boutique

- Meeting both personal and team based KPI's selling boutique's range of products
- Introducing and educating new customers to the *Nespresso* brand
- Working with a friendly team in a professional, flexible and high performing environment
- Ensuring a premium customer experience through exceptional customer service and excellent delivery of all elements of boutique performance

[APR 2018 – NOV 2018]

General Cinema Worker, Gold Class / Event Cinemas Bondi Junction

- Working in a variety of different positions and fields to meet business requirements
- Responsible for sales, service and making of beverages such as coffee and alcoholic drinks behind the bar
- Perform all duties associated with the operation of an entertainment complex
- Cleaning, hygiene and work area maintenance
- Responsibilities in the delivery and preparations of food and beverage and stock replenishment
- To deliver customer service of the highest possible standard and recognize the needs of our customers ensuring customer's comfort is maintained

[FEB 2011 – JAN 2018]

Croupier / The Star Casino, Pyrmont

- Working in a customer focused environment
- Following all standard operating procedures
- Value transparency, integrity, passion, pride, positivity, accountability and diversity
- Interpersonal and communication skills, providing exceptional customer service and entertainment
- Monitoring workspace security and suspicious behaviors between staff or guests
- Assisting fellow team members and supervisors while providing any information needed

Education

[2024 - ONGOING]

Diploma of Information Technology (Software Engineering) / Coder Academy

[2015 - COMPLETED]

Bachelor of Digital Media - 3D & Animation / Billy Blue College of Design

[2009 - COMPLETED]

Certificate II in Creative Industries(MEDIA) / Academy of Interactive Entertainment

Skills

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| • Can work autonomously and in teams | • Positive attitude towards challenges |
| • Multi-tasking while in a face-paced environment | • Effective time management |
| • Problem-solving; being able to analyze, communicate and create prompt decisions whilst being flexible. | • High stress resilience |
| | • Proficiency in Technology |

Reference

Available on Request