# Noe (Shih-Chia) Hsu
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## Education

| 2011 | Master of Business | Marketing | The University of Queensland |
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| 2009 | Bachelor of Commerce | Accounting | The University of Queensland |

## Career Development

**April 2017 - Present**      **Administrative Assistant (Special Programs)**

**QUT International College, Brisbane, Australia**

### Demonstrated Skills

### Administrative Support Skills

- Process Special Program applications and issue offer letters to partner universities
- Liaise with Finance team regarding payments and advise allocation of payments
- Book airport transfer for Special Program students
- Liaise with homestay contacts and partner universities regarding homestay issues
- Liaise with HiQ to help Special Program students obtain their ID cards and login
- Provide support to program orientations and graduations

### Computer Skills

- Data entry in systems such as SAMS and QVR
- Use MS Word mail merge to produce offer letters and acceptance letters for Special programs students
- Generate offer letters in SAMS and CoEs in PRISMS for ELP students
- Generate reports in SAMS regarding enrolments and cancellations
- Use MS Excel (VBA) to produce class lists for ELP programs with balance of nationality and gender
- Use MS Excel to produce exit lists and PRISMS reports to help planning future intakes
- Use MS Excel functions (VLOOKUP) to efficiently combine reports
- Produce MS Excel Dashboards to analyse student data
- Use MS PowerPoint to create graduation, welcome and farewell slides for study tour
- Use Syllabus Plus to book rooms for ELP programs and Special Programs

### Client Service Skills

- Provide information to students regarding programs
- Use Mandarin, Japanese to interpret for students and staff members
- Maintain a good relationship with students and partner universities
- Accompany Special Programs students to their excursions
- Welcome Special Program students and their accompanying staff on arrival

***Aug 2015 - July 2016***      ***Foreign Language Officer***
                              [***Pingtung County Hall***](#)***, Pingtung, Taiwan***
                              ***(Compulsory Military Service)***

## Demonstrated Skills
## Translation and Interpretation Skills
- News articles translation, both English to Chinese and Chinese to English
- Academic articles translation, both English to Chinese and Chinese to English
- PowerPoint presentations, both English to Chinese and Chinese to English
- Face-to-face interpretation, both Japanese to Chinese and Chinese to Japanese

## Team Management Skills
- Leader of 5-man team
- Understand the strengths and weaknesses of my team members and assign jobs accordingly
- Resolve conflicts between team members

***Jan 2012 - June 2015***      ***Group Marketing Officer, Group Marketing***
                              [***Navitas Limited***](#)***, Brisbane, Australia***

## Demonstrated Skills
## Accounts Management Skills
- Create new accounts in Salesforce for new agents
- Liaise with the source country teams to begin agency application process
- Conduct reference check on the prospective agents
- Upload relevant documents to Salesforce for management purposes
- Create new accounts in Oracle for new agents for future commission payments
- Draft and issue agreements to agents based on the references received
- Draft and issue agreement variations to existing agents
- Update existing agency records in Salesforce for any changes in their details
- Generate student commencement reports for other internal marketing teams
- Liaise with offshore source country teams to initiate agreement renewal process
- Liaise with the IT team to eliminate duplicates in Salesforce
- Assist college finance teams with updating banking details of agents in Oracle

## Troubleshooting Skills
- Identify and fix Salesforce accounts with incorrect Oracle supplier code which cause issues when paying a partner in Oracle
- Identify and fix Salesforce leads that are placed under incorrect Salesforce account which cause issues when paying a partner in Oracle

## Computer Skills
- Use MS Word Mail Merge function to create agency agreements and variations
- Use MS Excel to produce student commencement reports
- Use ULOOKUP and Pivot Tables to combine reports and analyse data

# About Myself

- Interested in math and numbers, believe that many things can be explained as well as solutions can be found by analysing numbers in an efficient way.
- A competitive person who looks forward to upcoming challenges; willing to learn new skills and adjust myself in order to be successful.
- A friendly and team person who always puts the collective goal in front of everything.
- Enjoy doing sports such as basketball and baseball as well as many other sports, also like watching movies and listening to music in my spare time.

# Referees

- **Mr Eric Chang**
  Lending Associate
  National Australia Bank
  0432 765 281
  chiacheng.chang@nab.com.au

- **Mr Damian Brescia**
  English Language Educator
  QUT International College
  07 3138 2097
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- **Mr Tommy Mai (CPA)**
  Management Accountant
  Intrepid Travel Ltd
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- **Mr Bernard Mah**
  Team Leader End User Computing (QLD/NT)
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