

# Ping Nge

## **CAREER OBJECTIVE**

I am a hard working enthusiastic professional with a general interest in consulting and business with a Bachelor of Commerce degree, majors in International Management, Human Resource Management and Management. As an individual with a good sense of commercial awareness and can relate well with people from diverse backgrounds, I pride myself with a hands-on approach in service delivery complemented by an ability to work independently and as a team whilst maintaining personal integrity and strong work ethics.

## **EDUCATION**

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|--------------------|---|
| <b>2013 – 2016</b> | <b>Bachelor of Commerce<br/>(International Management, Human Resource Management and Management)</b><br>Deakin University, Burwood Campus, VIC AU |
| <b>2015</b>        | <b>Certificate IV in Travel and Tourism</b><br>LODE, Docklands, Victoria, AU  |

## **EMPLOYMENT HISTORY**

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|--------------------|---|
| <b>2018 - 2019</b> | <b>Butler Service at Crown Tower</b><br>Crown Casino <ul style="list-style-type: none"><li>• Handling Inbound calls from crown internal services and guests</li><li>• Putting through guest's orders and assist with booking enquires</li><li>• Data entry on Outlook, Excel and Words</li><li>• Establish a professional rapport with regular VIP guest</li><li>• Maintaining 5 stars hotel standard (Forbes Award)</li><li>• Solving problems independently and working in team with other butlers</li></ul>                |
| <b>2017</b>        | <b>Inbound/Outbound Customer Service</b><br>Percepta Asia Pacific (Ford Australia Pty Ltd) <ul style="list-style-type: none"><li>• Handling Inbound customer requests</li><li>• Putting through customers claims</li><li>• Making outbound calls to resolve customers issues</li><li>• Data entry on Outlook, Access, Excel and Words</li><li>• Writing Emails to team and customers</li><li>• Working in a fast pace environment</li><li>• Collaborating with managers and team members to resolve customer issues</li></ul> |
| <b>2017</b>        | <b>Pick Packer (Online Order)</b><br>Myer National Procurement <ul style="list-style-type: none"><li>• Using RF scanners to secure and pack online orders</li><li>• Packing customers order according to instructions</li><li>• Making sure packages is secure and ready for shipping</li><li>• Lifting and moving packages</li></ul>   |
| <b>2016</b>        | <b>Casual Worker</b><br>Simando PTY Ltd.  |

- Working in a fast pace environment
- Working in small team to meet daily quota
- Lifting and moving boxes
- Cleaning tables and working area

**2013 - 2015**

**Customer Service**

Tooronga Sandwich Café

- Greeting and taking customer orders
- Working in small team to accomplish special catering orders
- Helping customers select and decide orders through my knowledge of the menu and services
- Up-selling and promotion of new products and latest offers
- Preparing and cooking burger and chips in the kitchen area
- Taking phone calls from customers over the phone, answering any queries

**KEYS SKILLS**

**Planning and Organisation**

- Able to prioritise work in a timely and professional manner
- Works effectively and efficiently
- Time management; able to work under pressure

**Teamwork**

- Able to work cooperatively as a team member
- Friendly and approachable
- Disciplined and helpful
- Dependable and open to team member's ideas and opinions
- Able to build relationships with team members that would help reach overall business goals

**Customer Service**

- Great customer service skills
- Attentive and strong attention to detail
- Very keen to learn new things; quick learner
- Able to positively and effectively handle customer complaints

**Technical**

- Knowledge and practical use of computer softwares (Word Processing, Spreadsheets, PowerPoint presentations, E-mail, World Wide Web, etc.)

**Communication**

- Great communication skills, both oral and writing
- Great interpersonal skills
- Fluent in English and Khmer, Moderate Understanding of Mandarin

**Problem Solving**

- Ability to approach issues with an open mind
- Logical and rational assessment to resolve any problem