

Sharon Qin Shen

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Professional Summary

Detail-oriented and results-driven professional with a strong foundation in financial management, data analysis, and administrative support. Experienced in process improvement, system implementation, and stakeholder management. Seeking a School Officer position at Riverside Education Support Centre to leverage my analytical skills, organizational abilities, and commitment to supporting educational excellence for students with special learning needs.

Technical Skills

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|--------------------------------|--|
| Financial Management: | Account coding, reconciliations, invoice processing, financial reporting |
| Data System: | Database management, record-keeping, Information Systems Management |
| Administration: | Asset management, procurement, document preparation, workflow optimization |
| Technical Proficiency : | MS Excel, Tableau, Power BI, Google Analytics, SQL, Python |
| Interpersonal Skills: | Stakeholder communication, team collaboration, training and support |

Employment History

Sales Operations **Oct 2025 – Now**

David Jones - Perth

- Process payments accurately and efficiently, including cash, credit, and mobile payments
- Manage inventory through sales data analysis and supplier ordering
- Coordinate bookings and orders through multiple channels, ensuring accurate record-keeping
- Communicate effectively with diverse stakeholders, including customers, and managers.

Business Analyst

Arthur Daley's - Melbourne **Oct 2021 – Oct 2022**

Key Accomplishments:

Integration of POS system with other platforms

- Documented functional and non-functional requirements of key stakeholders with regard to new IT platform
- Identified as-is process from different perspectives, including BPMN diagrams, Domain class model, and Behavioral model

- Performed requirement analysis to identify areas for improvement
- Compared different vendors of POS system
- Collaborating with IT team to implement the integration of POS systems with other platforms, such as payments gateways, inventory management and loyalty programs
- Provided support with the delivery of new system, such as creating tutorial videos and conducting training for end-users

Assistant Manager

Mar 2019 – Aug 2021

- Prepared various sales reports (Periodic and Ad-hoc) by using MS Word and MS Excel for the effective management decision making
- Coordinated with manager and suppliers for order purchasing based on analysis report
- Provided support through data reports about program feasibility, performance and results in order to improve sales and customer operations departments performance

Future Squared, Melbourne

Aug 2018 – Nov 2018

Business Analyst Intern

- Worked with business and technical stakeholders to analyze their requirements, and support the delivery of new features and enhancements
- Analyzed data to identify their implications of new or changed business requirements
- Created User Stories, Story Maps, process flows and other artifacts of the project
- Worked with developers and testers to ensure appropriate understanding and successful delivery of agreed solutions

Education

She Codes Plus

Apr 2025 – Feb 2026

Perth

Master of Information System

Feb 2016 – Dec 2017

University of Melbourne, Australia

Bachelor of Management (Tourism Management)

Sep 2010 – Jun 2014

Hunan Normal University, China

Personal Attributes

- **Reporting and written communication skills** – Ability to plan and deliver oral and written communications in order to impact and persuade intended audiences as demonstrated in preparing various business analysis reports for quick decision making in Arthur Daley's
- **Problem-solving skills** - Ability to accurately identify the problem, develop a solution and implement a corresponding strategy
- **Strong learning ability** - Demonstrated a high aptitude for learning new skills and handling technical difficulties in an efficient and prompt manner through utilizing analytical skills and critical thinking