



Expected Salary: 4500/month (negotiable)

Availability to commence work: 1 month

Profile

Performance-driven and hard-working with a proven track record of extraordinary achievements in optimizing daily business operations, increasing efficiency of production teams and reducing operating expenses. Possess the ability to communicate effectively and politely with people from all walks of life.

Education and Qualifications

2013 – 2015	Higher National ITE Certificate in Visual Merchandising ITE College Central
2009 – 2012	GCE 'O' levels (4 Credits) Tanglin Secondary School
2003 – 2008	PSLE Fuhua Primary School

Skills and Competencies

- Excellent communication skills
- Delivering quality customer service
- Highly organized
- Helpful and resourceful
- Good command of the English Language

Work Experience

Apr 2019 - Present

Senior Coordinator – Retail Operations

Western Union Global Network Pte Ltd

- Ensure smooth daily retail operations
- Purchasing
- Approvals
- Raising and managing of Purchase Orders
- Managing all corporate signing required by ACRA Registered Director
- Handling and renewal of insurance policies
- Handling complaints/Customer Service support
- SMS Notification Reminders (MAS regulations)
- E-mail escalations and follow-up of POS technical issues with various global teams
- Location launch/closure
- Renovation/reinstatement
- Lease management/renewals/negotiations
- Retail location management (ACs, CCTV, Alarm, Safe, NETs, Internet, etc.)
- Secure token syncing/assignment
- Creating/Removing Operator IDs
- Warehouse inventory and maintenance
- IT Inventory
- Refund Notifications
- Sub-agent support and relationship management
- Coordination of system migrations
- Sourcing of new vendors/Reduce expenditure

Nov 2015 – Mar 2018

Senior Teller

Western Union Global Network Pte Ltd

- Assisting customers with their remittance transactions
- Attending to customers enquiries
- Direct handling of large amounts of cash
- Branch opening/closing
- Preventing and reporting of suspicious transactions
- Managing complaints
- Staff Scheduling
- Admin duties

Software Knowledge

Microsoft Office

- Word - Excellent
- Excel - Excellent
- Power Point - Excellent
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Adobe

- Photoshop - Basic
- Illustrator - Intermediate

3D Studio Max

- Basic

Languages

Spoken

- English - Excellent
- Malay - Excellent
- Hindi - Intermediate
- Punjabi - Intermediate
- Urdu - Intermediate

Written

- English - Excellent
- Malay - Excellent

Interests

- Performing arts
- Organizing and planning of events
- Travelling
- Beauty

Professional References