

Being an Administrative Assistant for almost 6 years in office operations, providing executive-level support to managers and clients. I've learned to be more efficient, productive and detail-oriented. Additionally, I have 4 years of experience in a fast-paced retail environment providing excellent customer service with a positive attitude. Seeking career advancement as an Executive/ Mid-year career switch that will provide an opportunity to gain new skills, experiences to contribute to an organization's growth and profitability.

EXPERIENCE

ADMINISTRATIVE ASSISTANT

Mar 2016 - present | Singapore Automotive Industries

- Coordinate with internal team and other departments in submitting customers' orders to Japan suppliers
- Issue delivery orders and invoices for Automotive Batteries Sales
- Prepare export and shipping documents (Listing, Packing list, D/O, Invoices)
- Inform clients and arrange shipments/collections.
- Follow up and ensure clients' shipping requirements are fulfilled
- Coordinate with internal and external forwarding agents for export shipment arrangement, container stuffing & deliveries schedules
- Data entry into the Company's Software System (Telnet)
- Administrative duties (printing daily and month-end reports, answering phone calls, handling inventory orders, couriering documents and filling)

JUNIOR MERCHANDISER

Nov 2014 - Dec 2015 | Beauty Direct Pte Ltd

- In charge of store merchandising such as setting up displays, signage, organising of products in several categories and brands, replenish stocks to ensure product visibility and availability, check on the quality of products and overall shelves cleanliness, goods return, transfers and maintaining inventories
- E-Commerce Operations - Managing company's website & Qoo10 platforms (order processing, delivery and returns of customers' orders, fulfilment & packing of daily orders, attending to customers' inquiries via phone calls & chat platforms)
- Design, update and manage the content of all online platforms and ensure product content, images, inventory, promotion mechanics and pricing are updated timely

SKILLS

Microsoft Excel, Words, PPT	<div><div></div></div>
Microsoft Outlook	<div><div></div></div>
Adobe illustrator, Photoshop	<div><div></div></div>

LANGUAGES

English	(Native or bilingual proficiency)	<div><div></div></div>
Chinese	(Native or bilingual proficiency)	<div><div></div></div>
Korean	(Elementary proficiency)	<div><div></div></div>
Bahasa Indonesia	(Elementary proficiency)	<div><div></div></div>

EDUCATION

INSTITUTE OF TECHNICAL EDUCATION, 2010

Graduated with
National ITE Certificate in Product Design

MARSILING SECONDARY SCHOOL, 2007

Graduated with
Singapore-Cambridge General Certificate of
Education Normal Level (GCE N-Level)



EXPERIENCE

BEAUTY ADVISOR

Oct 2013 - Sep 2014 | Sephora (Singapore) Pte Ltd

- Build and nurture a strong relationship with loyal customers through knowledge sharing, positive attitude, and excellent customer service
- Advocate for Beauty Pass (loyalty programme) to every customer; ensuring that they benefit from the exclusive offers and rewards
- Meet sales targets by understanding customers' needs, providing expert knowledge in categories such as makeup, skincare, and fragrance
- Provide skincare/make-up product demonstration
- Operate the cashier (opening/closing)
- Restock shelves, cleaning of fixtures, and check products are in good selling condition
- Inventory: minimize shrinkage and ensure accuracy of stock management; keep the stockroom in order and neatly organized

Beauty Advisor

Dec 2010 - Mar 2012 | Sasa Cosmetics Co. Pte Ltd

- To promote fragrance/skincare and makeup products
- To provide professional advice to customers on beauty trends, product knowledge and assist with product selection
- Establish customer loyalty through delivering professional and excellent customer service
- Support in merchandising and housekeeping of the retail store
- Operate the cashier (opening/closing)

CERTIFICATES

NGEE ANN POLYTECHNIC, NOV 2021

Certificate of Performance in
Customer Service & Quality

**MOTOR IMAGE ENTERPRISES PTE LTD,
MAR 2020**

Singapore Workforce Skills Qualification (WSQ) in

- Measure and Plan Own Performance and Behaviour (Business Management)
- Service Coaching Retail (SF)

**GENETIC COMPUTER SCHOOL PTE LTD,
MAY 2015**

Certificate in
Perform Image Editing Functions (Adobe Photoshop CS6)

**SINGAPORE INSTITUTE OF RETAIL STUDIES
(SIRS/NYP), AUG 2012**

Certificate in
Handle Retail After-Sales Service

ACHIEVEMENTS

- 2014 | Benefit Cosmetics LLC
Sephora's Got Real Talent (Benefit Star)
- 2012 | Sasa Cosmetics Co. Pte Ltd
Go The Extra Mile for Service (GEMS)
- 2012 | Sasa Cosmetics Co. Pte Ltd
Service Reiteration