

Personal Career Statement

I am experienced in the field of sales and customer service in a variety of domains, accomplishing commendable sales and service through excellent communication and problem solving skills.

Skills

- Microsoft Office
 - Resourceful
 - Adobe Photoshop
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- Persuasive Communication
- Managing difficult clients
- Leadership Skills
- Adaptable

Accomplishments

- Top sales for Animagine Pte Ltd for the year 2018
- Top sales team in the Loan Department Citibank
- Was commended on several occasions by passengers while working with Jetstar

Education

1. Diploma in Maritime Studies

Institution: Kings College
Duration: May 2012- November 2013

2. NITEC in Automotive Engineering

Institution: ITE College Central
Duration: January 2006 – January 2008
CDC & CCC ITE Scholarship – Top 5% in N Level

3. GCE N Levels

Institution: St Gabriel's Secondary School
Duration: January 2001 – December 2005
Most Improved Award in St. Gabriel's Secondary School

Certifications

- First Aid Course by Singapore Red Cross
- Cabin Crew and Safety Course by Jetstar International
- WSQ - Perform Investigation Activities in Compliance with Legal

Requirements – (August 2010)

- Security Cert 2018

Work Experience

Company: Ministry Of Manpower Designation: Customer Experience Officer Duration: May 2021 – Present	<ul style="list-style-type: none"> ■ Ensure data received by MOM is accurate ■ Assist business owners with updating of business census registry ■ Update MOM database regularly using MOM coding.
Company: Health Promotion Board Designation: Swabber Duration: June 2020 – January 2021 Reason for leaving: End of contract	<ul style="list-style-type: none"> ■ Attached to a roving team that administered swab tests to assigned clients ■ Ensure all safety measures were adhered
Company: 21 North Europ Assistance Designation: Brand Ambassador Duration: Mar 2019 – May 2020 Reason for leaving: Change of work terms as a result of Covid 19	<ul style="list-style-type: none"> ■ Being the face of the company I upheld and maintained a high standard of customer service for 21 North ■ Assisted in the acquisition of new clients for the company ■ Assisted the General Manager in the training and identification of suitable candidates to be ambassadors for the company
Company: Animage Pte Ltd Designation: Education Consultant Duration: Mar 2018 - Feb 2019	<ul style="list-style-type: none"> ■ Promote and customize Animage programmes (Animation/Photography/Videography/Coding and Robotics) with schools and other clients ■ Coordinating and liaising with school personal regarding all logistics with regard to programmes run at schools ■ Coordination and allocation of Animage's Instructors to designated programmes in schools. ■ Participate in Conventions such as world skills 2018 at Suntec convention centre. ■ Top sales for Animage Pte Ltd for the year 2018.

Company: Citibank

- *Garner sales through cold calls to meet sales targets set by Team Manager*

Designation: Banker (loans) Duration: Jan 2016 – August 2017	<ul style="list-style-type: none"> ■ Ensuring high level of customer service with clients ■ Ensuring documentation is in order for smooth transactions ■ Closing clients for loans upwards of \$200,000 ■ Was part of the top sales team in the loans department where we regularly met all our targets.
Company: NCS (HDB) Designation: Technical Engineer Duration: Mar 2015 – Sep 2016	<ul style="list-style-type: none"> ■ Liaising with HDB clients/vendors ■ Troubleshooting devices/problem solving (NOPO) ■ Was part of the project to release the new EHT 4

Company: UBS Bank Designation: Facilities Management Consultant Duration: May 2014 - Oct 2014	<ul style="list-style-type: none"> ■ Maintain a good work environment for all UBS staff by ensuring smooth running of all facilities at UBS Premises ■ Ensuring adherence to safety measures ■ Liaising with the Building Management on notifications, maintenance and contractors ■ Investigate and report irregularities on site ■ Supervising admin, security, maintenance staff at the premises ■ Resolving complaints with regards to the premises ■ Suggesting cost effective solutions
Company: Time in a Bottle Designation: Bar Manager Duration: Nov 2013 - April 2014 Reason for Leaving: Pub Ceased Operations	<ul style="list-style-type: none"> ■ Overall in charge of the smooth operations of the bar which requires acquisition of food and drinks, ensuring the cleanliness and maintenance of the premises as well as deployment of staff. ■ Recruiting, interviewing and hiring new staff ■ Marketing, Organizing/Planning Events
Company: Jetstar International Airways Designation: Cabin Crew Duration: Jan 2012 - Aug 2013 Reason for Leaving: Contract Ended	<ul style="list-style-type: none"> ■ Ensuring passengers' safety and providing a high level of customer service ■ To ensure a high level of customer service on board the aircraft ■ Handling terrorists' threats on board ■ Handling complaints / passengers ■ Post-flight evaluation reports

	<ul style="list-style-type: none"> ■ Working closely with the CSM and Captain with regards to emergency situations
<p>Company: Secure Guard Designation:</p> <p>Private Investigator</p> <p>Duration: Jan 2008 – Dec 2011 (Freelance Basis)</p> <p>Reason for Leaving: Acquired a Full Time Job</p>	<ul style="list-style-type: none"> ■ Working closely with individuals, businesses and attorneys in investigating criminal, civil liability, insurance fraud, marital infidelity, child custody and missing person's cases ■ Conduct pre-employment screenings and background profiles ■ Train other junior and trainee investigators on the job ■ Handle surveillance equipment and gadgets ■ Documenting all investigations