

Contact

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Education

2024 - Present

Bachelor of Computer Science

RMIT University

2021 - 2023

Bachelor of Biomedical Sciences

Deakin University

- Graduated with High Distinction

Key Skills

- Active Listening
- Time Management
- Customer Service
- Team Leadership
- Problem-solving & Analytical Skills

Theresa Ngo

Personal Summary

Versatile and dedicated professional with a proven track record of successfully managing projects, delivering exceptional customer service, and driving team performance. Experienced in diverse industries, including project management, customer relations, and leadership. Strong problem-solving skills, effective communication, and a passion for making a positive impact. Committed to driving excellence and achieving results in dynamic and fast-paced environments.

Experience

○ RMIT Connect Concierge - RMIT University, November 2024 - Present

- Resolving various face-to-face and messenger student enquiries that ranges from the beginning and end of a student's university life; enrolment, graduation, scholarship queries, postgraduate advice
- Working within a large team, being able to triage enquiries, and being able to communicate in a succinct and efficient manner in order for the student to have a better student experience

○ Customer Care Specialist/VSO - Commonwealth Bank, September 2023 - Present

- Efficiently resolving 50+ financial-related customer enquiries per day. Resolutions are delivered with a keen eye to detail in regards to the customer's financial and/or personal situation in order to provide a high quality customer experience.
- Exceeding all KPI expectations, with an average call handling time of <300 seconds and after call work of <10 seconds.
- Supporting new hires and other coworkers in the virtual support chat and in person, promoting teamwork and fostering new work relationships.

○ Project Intern - Think Pacific, June 2023 - November 2023

- Assisted in planning, coordinating, and executing community projects in Fiji, focusing on sustainable development and addressing local needs.
- Conducted research, collected data, and contributed to informed discussions on the presence of diabetes in Fiji. Created a project detailing out what social media techniques can be used to increase awareness towards the illness.

○ Dental Assistant - South Yarra Dental Group, February 2023 - June 2023

- Provide comprehensive dental assistance, ensuring patient comfort and safety during treatments and procedures.
- Support clinic operations through meticulous infection control procedures, equipment setup, and administrative tasks.

○ Restaurant Supervisor - Shujinko Ramen, March 2021 - February 2023

- Deliver exceptional customer service to a high-volume clientele, ensuring satisfaction and responding to inquiries and requests.
- Manage and lead a team of waitstaff, fostering effective communication and maintaining a positive work environment.

Volunteering

○ Volunteer Staff - IPC Health, 2022 - 2023

- Provide compassionate patient support and assist with administrative tasks to facilitate smooth clinic operations.
- Engage with the community through outreach programs, promoting health education and assisting with screenings and health promotion activities.

○ Biomedical Science Society Representative - DUBS, 2021 - 2023

- Contribute creative ideas and suggestions in biweekly meetings for university events and fundraising opportunities.
- Collaborate with other representatives, supporting fundraising efforts and fostering interdisciplinary cooperation.

○ Biomedical Science First Year Representative - Deakin University, 2021 - 2022

- Conduct surveys and provide feedback to improve the Biomedical Science course.
- Participate in weekly meetings, offering recommendations to enhance lectures, seminars, and practical sessions.