

TIFFANY VO

CONTACT DETAILS

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SKILLS AND ABILITIES

- Negotiation
- Business Development
- Relationship Building
- Sales Analysis
- Time management
- Sales Training
- Proficient in Microsoft Word, PowerPoint and Excel
- Communication
- Technical Support Skills
- Customer Service
- Mechanical Design
- SolidWorks

ACADEMIC PROFILE

Monash University

Bachelor of Commerce (Accounting) and Bachelor of Engineering (Mechanical)

Sacred Heart Girls' College

VCE

WORK EXPERIENCE

Invenio Engineering Services

Mechanical Design Engineer | August 2021 - Present

- Mechanical and fabrication design work
- Project planning
- SolidWorks design work
- Design calculations
- Project planning and documentation

Moula Money

BDM | January 2021 - August 2021

- Managing inbound enquiries for new business and servicing existing clients.
- Created new relationships with brokers whilst building on relationships with existing broker network.
- Having a thorough knowledge of internal credit policies and be able to articulate clearly to all stakeholders.
- Achieved relevant individual KPI's.
- Maintained strong data hygiene through Salesforce.
- Managed applications across all sales channels of the business.
- Acting as the main interface between the client/broker and credit team to ensure an optimal level of service at all time.

Huawei Consumer Business Group

Territory Sales Manager | September 2019 - January 2021

- Achieved mobile product sales targets in Metropolitan Melbourne, Regional Victoria, Tasmania and South Australia in JB Hi-Fi, Harvey Norman, Telstra, Optus and Vodafone.
- Built and maintained rapport with key stakeholders.
- Trained retail staff from multiple channels on Huawei mobile products through training events/sessions and demonstrations.
- Created incentives in order to reach sale KPIs.
- Analysed market trends and identified new growth opportunities.
- Liased with key accounts and negotiated Buy-ins.
- Support and present at Channel event conferences.

Google

Product Trainer | June 2018 - September 2019

- Effectively trained retail staff from over 300 JB Hi-Fi, Harvey Norman and Telstra stores from Victoria, Tasmania, South Australia and New Zealand over video conferences (regional stores) and company conferences/roadshows on Google hardware products and sales techniques.
- Built and maintained rapport with major stakeholders in consumer electronic retailers to ensure brand advocacy in order to increase sales.
- Monitored and evaluated product sell-through and performance metrics for individual retailers to devise sales opportunities, identified problematic areas and initiate remedial solutions.
- Maintained currency on industry trends and changes and participated in professional development opportunities to strengthen product and service knowledge.

Brand Ambassador | June 2017 - June 2018

- Promoted Google product and company image positively to retailers and customers and delivered excellent customer service.
- Met and exceeded KPIs for high-volume sales of Google hardware products.
- Worked alongside retail staff in JB Hi-fi, Harvey Norman, Optus, Telstra and Vodafone in order to increase sales.
- Investigated gaps in store performance through sales and performance data to counter with new strategies.

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WORK EXPERIENCE

Optus

Sales Executive | November 2015 - June 2017

- Assessed and identified customer's telecommunication needs and provided appropriate solutions.
- Connected and built rapport with consumer and business customers.
- Provided superior customer service and satisfaction by assisting with enquiries and providing product information.
- Achieved sales targets while maintaining product the highest standard of service (NPS), product knowledge, ethical and compliant product promotion.