

VICKI ZHONG

Engineering student

EDUCATION

University of New South Wales

2015 – 2019

- Bachelor of Engineering (Material Science and Engineering)/Master of Biomedical Engineering
- Weighted Average Mark: 91.33 (High Distinction)

Sydney Girls High School

2009 – 2014

- Successful completion of HSC (Higher School Certificate) ATAR: 99.65
- Subjects undertaken include: English (Advanced), Mathematics (Extension II), Chemistry, Physics, French (Continuers), Information Processes and Technology (Accelerated)

Additional Honours and Awards

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| • School of Materials Science and Engineering Award (Scholarship) | 2015 – 2018 |
| • Faculty of Science Dean's List | 2016 & 2017 |
| • Tsinghua Research Exchange Program Scholarship | 2016 |
| • Taste of Research Summer Engineering Scholarship | 2017 |

KEY SKILLS

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| • Microsoft Excel, Word, PowerPoint, Access | • Customer service |
| • Basic scripting in Excel VBA, Open Office, Matlab, HTML/CSS, JavaScript, PHP | • Cash management and transaction processing |
| • Data processing and analysis on Matlab, OriginLab, Prism | • Conflict resolution and collaboration |
| | • Fluent in English, Cantonese and Mandarin |

PERSONAL ATTRIBUTES

- **Initiative and Teamwork:** Appreciates the effectiveness of strong and equal teamwork and strives for positive relationships with co-workers. Endeavours to be resourceful and to take initiative in performing tasks. Excellent interpersonal abilities and ability to empathise.
- **Effective Communication Skills:** Articulate communication with an appreciation for different interaction styles required when working with other team members. Work experience in hospitality and retail jobs have also enhanced and proven these abilities.
- **Reliable and Flexible:** Competent and quick in attaining and learning new skills. Strong attention to detail. Can effectively handle heavy workloads. Understands the need for flexibility to support last-minute demands and adapting to spontaneous situations.
- **Leadership activities and interests:** Sydney Girls High School Student Representative Council Representative for four years, Peer Support Leader (2012), School Prefect (2014). Have participated in and helped run events for the Women in Engineering Society, Engineering Careers Society, Engineering Without Borders and UNSW Volunteer Army. Currently, an IT Director and Project Lead for the University of New South Wales Engineering Society.
- **Friendly and Bubbly Attitude:** Dedicated to providing approachable and warm customer service by addressing customers personally and asking to be of assistance. Motivated, committed and enthusiastic about developing good relations with customers and co-workers. Professional in appearance and presentation, upholding values of cleanliness at all times.

EMPLOYMENT HISTORY

School of Material Science and Engineering • Research Assistant • Feb 2017 – Current

- Conduct research into materials for electronic applications (ferroelectrics). Experimental and analytical work involved. Attend seminars to discuss advancements in material science.
- Work with large amounts of data, requiring subsequent analysis to extract information for scientific advancements. Formatting of information into presentable information for scientific publication.
- Requires critical thinking skills, ability to work independently and in a research team.
- Builds on experience and skills developed whilst at Tsinghua University in Beijing, China as part of a research exchange program.

Bland Centre Pharmacy • Pharmacy Assistant • Nov 2013 – July 2016

- Customer Service: Processed payments for products. Answered phone enquiries and requests. Face-to-face interactions with customers and clients. Managed cash and EFTPOS payments
- General Duties: Packing medication for patients according to prescriptions and medical records. Working closely with pharmacists to ensure smooth operation of the pharmacy, including effective use of information systems of client records. Returned stock to the floor and assisted with restocking and organisation of required products.

Cotton On Group: Typo • Retail Assistant • Nov 2015 – Jan 2016

- Customer Service: Answered phone enquiries and requests. Provided assistance with shopping suggestions. Processed payments, refunds, conducted searches for items on databases.
- Transaction Processing: Managed cash and EFTPOS payments.
- General Duties: Attended to general cleaning, rotation of stock. maintaining the product shelves in a clean organised manner to fit in with visual merchandising requirements.

McDonald's • Crew Trainer and Casual Staff • Nov 2011 – Aug 2013

- Customer Service: Interacted and provided customer service at registers, attended to enquiries and requests to ensure customer satisfaction. Obtained Certificate III in Hospitality accreditation for making espresso beverages and food safety. Develop of conflict resolution abilities.
- Cash Management and Transaction Processing: Accurately managed all cash sales and tills. Processed all electronic sales and refunds while following company policies on large note transactions and cash out. Ensured precise reconciliation of daily sales.
- General Duties: Attended to general cleaning to meet HACCP and Food Safety regulations.
- Crew Trainer: Training of new crew members and working with other crew trainers to improve workplace relations

VOLUNTARY AND COMMUNITY WORK

UNSW Engineering Careers Society x UNSW Engineering Society

- Responsible for the support of all information technology related queries and tasks of the society
- Currently lead a team of five to work on projects involving use of information technology related means to promote engineering careers and opportunities to the student community
- Management of projects to develop and maintain technological solutions for the efficient internal operation of the society, including work on websites, web applications and databases.

Other Fundraising Events and Community Work

- Appreciation of the need to return to the community. Including but not limited to work with the Cancer Council: Daffodil Day, RSL: Legacy Day, Jeans for Genes, CanTeen: Bandanna Day, Red Cross, Engineering Without Borders, Salvation Army Soup Kitchen
- Volunteering at Campsie Public School and Bourke Street Primary School as part of community outreach initiatives. Duties included classroom assistance.