Vivian Zhang

> Contact Me

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[Click here for my projects]

> Skills

- Customer Service, Effective Communication, Troubleshooting
- Windows Powershell,
- Windows CMD
- MS OFFICE
- HTML, CSS, SASS, JAVASCRIPT, REACT.JS, POSTGRESQL
- RUBY, RUBY ON RAILS
- TERMINAL, GIT
- NETLIFY, GOOGLE ANALYZE, WIX

> Summary

I excel in real estate, with 6 years of customer support and communication experience, strong client relationships, and efficient multitasking. I bring transferable communication skill and great problem solving experience, solid education, and a passion for innovation to your dynamic team.

WORK AND STUDY EXPERIENCE

Currently Study Course
Google IT Support Professional Certificate
Feb of 2024 - current

Leasing Consultant
Biggin & Scott Manningham
Feb of 2024 - current

- Manage property leasing process from start to finish, including obtaining property authority, conducting routine, entry, and exit inspections, and preparing detailed inspection reports.

- Coordinate repairment and safety check arrangements for properties, ensuring compliance with regulations and client requirements.

- Utilize industry-leading software such as Console Cloud and Inspection Express on a daily basis to streamline leasing operations and maintain accurate records.

- Build strong relationships with clients and tenants, providing exceptional customer service and addressing inquiries and concerns promptly and effectively.

- Collaborate with internal teams and external stakeholders to ensure smooth and efficient property management processes.

- Proactively identify opportunities to improve leasing efficiency and client satisfaction, implementing innovative solutions to enhance service delivery.

Undergraduate of Information Technology
Institution: Coder Academy
Year of Graduation: Jan - Sept of 2023
- **Introduction to Web**
- **Foundation Programming**
- **Programming I**
- **Database Systems**
- **Discrete Mathematics**
- **Information Systems.**

Javascript Course
Institution: General Assembly
Year of Graduation: Sept - Dec of 2022
- **Javascript**
- **React.js**

Self-Study
Feb of 2021-Sep of 2022

Front-end Languages HTML, CSS, Sass, bootstrap, etc.

Administration Management and Sales Support
AZ Realty Melbourne
Sept 2018 to Sept 2020
(2 years)
Leading the administration team to support property sales and rental clients, handling client complaints and special requirements, following up on issues, and maintaining good relationships with customers.
Internal communication with other stakeholders to ensure that emergency priorities are addressed smoothly and efficiently.
Daily management of staff and office operations, setting up yearly marketing event schedules and processes, and arranging staff to prepare as planned.
Sales control, updating prices, bonuses, and conditions for different projects by contacting the master agent and developer. Checking property contract details when salespersons successfully deal with clients.

- Enhance our brand image and elevate our brand materials to **increase the company's recognition**.
- Providing support to the sales department and sales personnel, resulting in consecutive **two-year sales growth exceeding 35%** and a **sales team expansion of over 50%**.

Marketing and Sales Support
AZ INVEST Melbourne
July 2017 to Sep 2018
(1 years, 2 months)
Support for sales include advertising, design and posting, event planning and implement. Design the marketing material, poster, flyer, banner, etc

- Developed tailored campaigns and sponsored events based on potential customer segments, resulting in **successful order conversions, increased our client base by 70%** by strategy
- **Boosted our monthly output by 80%** by creating daily articles, story ideas, and social media posts.
- Optimized incentives for sales representatives to share company-sponsored content in personal media, fostering strong relationships and communication with the sales team, and enhancing friendly cooperation.

Business Analyst and Management
EVERGRANDE GROUP
July 2013 to June 2016
(3years)
Analyze the sales data daily as reference for missions and sales strategies.
Adjust execution price for property project.
Handle special application include property purchases refund and rename.

- Analyzed daily sales data to inform mission planning and sales strategies, leading to a more informed and strategic approach to sales, **resulting in 15% increase in sales.**
- Successfully adjusted execution prices for property projects, optimizing profitability while **maintaining customer satisfaction,** resulting in **improved accuracy of project pricing.**
- Efficiently managed special applications, including property purchase refunds and renaming requests, resulting in **streamlined processes** and **improved process efficiency.**

REFERENCES

Frank Lau
Sales Director 0449-868-989
frank.lau@gv-group.com.au

HONORS & AWARDS

Employee of The Year 2017 In AZINVEST
Dec of 2017

Excellent Support 2018 In AZ REALTY
Dec of 2018

Most Improved Award 2019 In AZREALTY
Dec of 2019