

Curriculum Vitae

Stanley Yeung

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Profile

A versatile IT graduate, possessing strong motivational drive to succeed in the industry. Highly developed skills in problem identification and implementation of effective solutions. Comfortable with analyzing and understanding data, working under time pressure and presenting myself in a professional manner. Excellent inter-personal communication and social skills built through previous work environments. A friendly, mature and flexible individual with a proven entrepreneurial approach towards objectives and tasks.

Employment History

Customer Relation Specialist – Sitel (Johnson&Johnson Vision Care), Onehunga
(May 2014 – October 2015)

Role:

Giving well thought medical advice to complicated enquiries

Working with intensive medical policies

Provide excellent customer experiences, provide/discuss possible resolutions

Writing professional medical documentations

Provide carefully thought information regarding to a 3rd class medical device to optometrists and patients

Well-presented customer service skill, communication skill, decision-making and multi-lingual

Achievements:

Achieved over 90% of my average call quality

Improving work efficiency through software skills

Broadened servicing country range to 5 different countries (Hong Kong, China, Taiwan, Australia and New Zealand), through outstanding performances and multi-lingual abilities

IT Consultant – RST International (HK) Limited, Hong Kong
(Jan 2013 – Mar 2014)

Role:

Setup and management of 50+ Computers for the company's Hong Kong Office and China Factory

Setup and management of file server and SQL server.

Management of the company's web and email server.

Communicated between colleagues to understand ways to optimize their performance through technology support.

Achievement:

Increased my experience in computer networking and hardware and software setup.

Ability to increase efficiency of jobs throughout the company, such as technical drawings, quality control and stock management, with the use of technological support.

Understood the cultural difference in the work environment between China, Hong Kong and New Zealand.

Obtained higher understanding of requirements in different departments of the company in terms of technology support.

Diamond Stock Manager— in's Limited, Hong Kong
(Mar 2013 – Mar 2014)

Role:

Sorting of diamonds of different grading.

Analysing stock details for organising purchases.

Presenting clients with our stock list and further communicating in understanding their needs

Achievement:

Obtained understanding of diamond grading and tools used to sort and differentiate them.

Able to use accounting softwares to keep clear details of stock.

Increased communication skills through discussing with suppliers and clients.

Barista – Clarry's Café, Devonport, Auckland
(Jan 2011 – Nov 2012)

Role:

Preparation of food materials.

Operate a commercial espresso machine and other machinery for different drinks.

Serving and communicating customers.

Working as the cashier and handling eftpos and visa machine.

Achievement:

Ability to create espresso based drinks using a commercial espresso machine.

Increased the variety of knowledge in drinks and food.

Efficiently working in a multitask environment by analysing and prioritizing jobs.

Learnt the basics of food hygiene and food preparation.

Referee

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Skills, Experience and Personal Attributes

Advanced software skills

- Well-developed software skills in MS Office (Excel, Word and PowerPoint).
- Well-developed interpretation and writing skills in Java, C++, HTML languages.
- Extensive knowledge on SQL, file, web, email server management.
- Understand basics of accounting software such as QuickBooks and MYOB.

Team working experience

- Communicated between co-workers in understanding of work requirements when setting up computers suitable for their jobs.
- Worked with a design team to setup the company website.
- Assigned outsource IT support to help manage the daily problems.

Time management skill

- Able to work in multiple roles at the same time by prioritizing jobs when needed.
- Working in Hong Kong and China increased my awareness of deadlines and time management through stressful and fast-paced environments.

Communication skill and interpersonal skill

- Well-developed listening skill to receive reliable and effective information through team working experience
- Multi-lingual, which include in reading, writing and speaking;
- Reading and writing in Chinese (both simplified and traditional) and English
- Speaking in Chinese (Mandarin and Cantonese) and English

Education

- Graduate Diploma Computer Science (Graduation in May 2017)
Massey University
- Bachelor of Science, Majoring Computer Science
University of Auckland, Auckland
- NCEA Level 3
Northcote College, Auckland
- Form 1 – Form 3
Tak Shun Secondary School, Hong Kong