

Curriculum Vitae

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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

IT Support, Warehouse Admin, Plumbing Specialist – SPK Industries Limited, East Tamaki
(Feb 2017 – Current)

Role:

Providing IT support for PC, laptops, printers and networking.
Purchase, install and maintain software (Microsoft Office 2007 and 2016, Adobe CS5, AutoCAD 2015)
LAN IP and port configurations.
Create and managing ZenCart and WordPress based websites.
Email server management and configurations.
Providing product photos using Canon EOS D5 and editing using Photoshop CS5.
Drawing product layout with AutoCAD 2015.
Brochure design using InDesign CS5 and Photoshop CS5.
Stock management.
Sales order input and order confirmation.
Participate within the warehouse when needed. (Packing, building pallets, installing underfloor heating systems)

Achievement:

Increased problem solving experience using different technological support.
Managed time efficiently to complete all tasks on hand.
Completed full warehouse stock-take in 1 month (first stock-take in 10 years).
Providing efficient communication skills to increase productivity within the warehouse.
Fast learning capability leading to opportunities in technical development in plumbing.

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 with customers.

Working as the cashier and handling eftpos 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 analyzing and prioritizing jobs.

Learnt the basics of food hygiene and food preparation.

References

Jenny Wong
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SPK Industries
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Yolanda Xie
Manager
Sitel
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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.
- Proven fast learning capability

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 oral;
- Reading and writing in Chinese (both simplified and traditional) and English
- Oral in Chinese (Mandarin and Cantonese) and English

Education

- Graduate Diploma, Major Computer Science
Massey University
- Bachelor of Science, Major Computer Science
University of Auckland, Auckland
- NCEA Level 3
Northcote College, Auckland
- Year 7 – Year 9
Tak Shun Secondary School, Hong Kong
- Year 1 – Year 6
Chelsea Primary, Auckland