



PROFESSIONAL SUMMARY

- | <u>CORE COMPETENCIES</u> | | |
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| <ul style="list-style-type: none">• Operational Management• Team Development & Training• Quality Assurance & Control• Stakeholder Engagement• Incident Management | <ul style="list-style-type: none">• Strategic Insight Delivery• Documentation & Compliance• Data-Driven Decision Making• Customer Information Verification• Document Authenticity Assessment | <ul style="list-style-type: none">• Customer Communication• Time Management & Rapid Response• Financial Solutions Customisation• Facility Litigation Management• Stakeholder Liaison & Negotiation |

PROFESSIONAL EXPERIENCE

CERTSY (SUBSIDIARY OF SEEK LIMITED), NORTH SYDNEY, NSW, SEPTEMBER 2021 TO DECEMBER 2023

OPERATIONS OFFICER, JUNE 2022 TO DECEMBER 2023

- Successfully led Certsy's credential verification operations, encompassing hiring, onboarding, training, and quality assurance, significantly enhancing team efficiency and service quality.
- Expertly managed escalations, providing empathetic, respectful, and supportive guidance to Verification Officers, fostering a positive and efficient work environment.
- Proactively identified and reported unexpected behaviours, suspected bugs, or incidents, ensuring prompt and structured resolution to maintain operational integrity.
- Played a pivotal role in delivering key insights in the credential verification sector to stakeholders, influencing strategic decisions and operational improvements.
- Diligently maintained and updated operational documentation, procedures, and records, ensuring strict compliance with relevant laws and standard operating procedures.
- Utilised operational insights to drive data-driven decision-making, effectively influencing prioritisation and process optimisation within the organisation.

VERIFICATION OFFICER, SEPTEMBER 2021 TO JUNE 2022

- Excelled in verifying user and customer information for accuracy, cross-checking against official records, databases, and reliable sources, ensuring high levels of data integrity.
- Demonstrated expertise in examining and reviewing key documents, including identification cards and certificates, to validate their authenticity and legality.
- Enhanced customer experience by providing effective communication and assistance throughout the application and submission processes.
- Maintained a rapid response rate, ensuring all applications and submissions were completed within a 1-2 business day turnaround, exemplifying efficiency and time management.
- Upheld rigorous standards of verification, contributing to the reliability and trustworthiness of Certsy's services.

COMMONWEALTH BANK OF AUSTRALIA (FINANCIAL ASSISTANCE SOLUTIONS), SYDNEY, NSW, JULY 2016 TO SEPTEMBER 2019

FINANCIAL ASSIST SPECIALIST (SECURED), FEBRUARY 2017 TO SEPTEMBER 2019

- Specialised in offering customised financial solutions to customers, significantly enhancing their financial positions and overall well-being.

- Initiated and managed litigation processes for secured facilities, specifically home loans, ensuring legal compliance and protection of the bank's interests.
- Effectively liaised with external stakeholders, including legal firms and mercantile agents, to manage the bank's securities and arrears efficiently.
- Demonstrated proficiency in the collection and management of arrears across various products, including personal loans, credit cards, home loans, and overdrawn personal accounts.
- Played a key role in maintaining financial stability and customer satisfaction through diligent management and resolution of complex financial cases.

FINANCIAL ASSIST (SECURED) TEAM LEADER SECONDMENT, JULY 2018 TO JUNE 2019

- Excelled in managing and developing team members, significantly enhancing their performance and efficiency in the Financial Assist Secured business unit.
- Ensured the effective operation of the Financial Assist Secured business unit, contributing to streamlined processes and improved financial outcomes.
- Skilfully managed interactions with both internal and external stakeholders, minimising losses to the bank and maintaining robust financial health.

EARLY CUSTOMER ENGAGEMENT SPECIALIST, JULY 2016 TO FEBRUARY 2017

- Effectively managed arrears across personal loans, credit cards, home loans, and overdrawn personal accounts, ensuring timely resolutions.
- Specialised in negotiating payment arrangements, aiding customers in improving their financial positions and stability.
- Demonstrated strong skills in customer engagement and financial problem-solving, contributing to enhanced customer satisfaction and financial health.

CAFÉ CHERRY BEANS PLUMPTON, PLUMPTON, NSW, JUNE 2015 TO JULY 2016

FOOD AND BEVERAGE ATTENDANT / WAITER / BARISTA

- Excelled in customer service by efficiently taking orders and interacting with customers, ensuring a positive dining experience at Caffé Cherry Beans Plumpton.
- Demonstrated expertise as a barista, skilfully preparing a variety of hot and cold beverages, including high-quality coffee.
- Contributed to the smooth operation of the cafe through effective multitasking as a food and beverage attendant, waiter, and barista.

EDUCATION AND CREDENTIALS

DIPLOMA OF ACCOUNTING, COMMERCE AND BUSINESS ADMINISTRATION, 2018

Macquarie University, NSW

HIGHER SCHOOL CERTIFICATE, 2014

Girraween High School, NSW

ADDITIONAL INFORMATION

Languages: Fluent in English and Chinese (Mandarin).