

Resume

Gillian Lieu

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Victorian Driver's Licence

Career Objective

I'd like to utilize my bilingual skills (Mandarin and English) and interpersonal skills to continue building strong relationships with customers and internal stakeholders and colleagues. I am a detail oriented person with good time management and computing skills.

Employment Summary

2015- Present	Customer Service Officer	Max Employment, Ringwood
2014 - 2015	Administration	Pearson Education Australia, Nunawading
2010 - 2013	Administration Officer	LTZ & Co. Ltd., Shanghai, China

Employment History

2015 - Present **Customer Service Officer**
Max Employment, Ringwood VIC

- Managing reception and other front-of-house duties, including incoming phone calls and visitors to the branch
- Processing purchase authorisations for Finance department to make payment
- Processing credit card transactions and preparing monthly statement reports for management
- Managing of petty cash and preparation of monthly reports to Finance department
- Uploading files into company online storage system
- Managing and resulting attendance of jobseekers in ESS
- Assisting jobseekers with job applications and computer usage
- Checking and managing initial appointments sessions
- Scheduling appointments including re-engagement appointments
- Daily mail and stationery ordering
- Preparing and printing documents for jobseeker information packs
- Ensure tea, coffee and milk readily available for clients
- Maintaining tidiness of reception area, computer rooms and training rooms at the end of each day

2014 - 2015 **Administration**
Pearson Education Australia, Nunawading VIC

- Data entry - NAPLAN
- General Administration
- Filing
- Customer Service

2010 – 2013

Administration Officer
LTZ Insurance Co. Ltd., Shanghai, China

- Initial contact for the office by answering phones and assisting with enquiries
- Administration and maintenance of sales records for the Sales team
- Respond to customer enquiries over the telephone and by email
- Contract management for overseas partners
- Data gathering, competitor analysis and market research to meet the company' KPIs and sales targets
- Prepare training documentation and competency matrices for new staff
- Record achievement of sales targets for each member of the team and report to management

Qualifications

Certificate IV Business Administration
Holmesglen TAFE

2014

Bachelor of Commerce
Shanghai University, China

2009

Skills

- Microsoft Office applications (Word, Excel, Power Point)
- Knowledge and use of ESS
- Fluent in Mandarin and English languages
- Excellent customer service and communication skills (both written and verbal)
- Front Desk Reception
- Database Administration
- Ability to prioritise workload and meet deadlines
- Ability to work in a team or autonomously with minimal supervision
- Quick learner
- Ability to work well under pressure
- Exceptional organisational and time management skills
- Typing speed: 50 WPM

References

Available on request