ELLEN PHAM

VIC, 3752 | ✉ ellenpham1510@gmail.com | 📞 0411380893

CAREER OBJECTIVES

A junior full-stack developer with a business background, seeking a position where I can demonstrate my coding skills, my technical knowledge and my administration experience to add value to your position.

DEMONSTRATED SKILLS AND ABILITIES

- Data entry and compliance duties: processing clients' staff orders; gathering, cross-checking and inputting employee information into staff management systems
- Data management: manipulating a large database of workforce, generating and analyzing reports
- Resourcing and rostering: resourcing, screening and scheduling work for candidates
- Customer service: inbound and outbound calls, handling all enquiries and complaints via phone and emails
- Experience in using tools: SAP, MYOB, MS Office and different internal data management systems
- Trilingual in English, Vietnamese and Mandarin
- High detail-orientation and well-developed problem-solving skills
- Able to communicate effectively with people at all levels and from all social backgrounds
- Skilled in organizing and prioritizing workloads

TERTIARY EDUCATION

Master of International Business   2015 - 2016

LA TROBE UNIVERSITY

Relevant coursework: Introduction to Accounting and Finance, Statistics for Business and Finance, International Financial Management, Financial Accounting Information System, Accounting for Managers, Organisational Behaviour.

Bachelor of Science in Economics and International Business   2011 - 2015

FOREIGN TRADE UNIVERSITY

WORK EXPERIENCE

Resourcing Specialist   June 2019 – July 2020

PROGRAMMED SKILLED WORKFORCE

- Managing and maintaining high-volume workforce rostering, scheduling & labour hiring, in charge of more than 10 clients' staff database, including Dnata, Pacific Brands, Bega, Pampas, CEVA Logistics, Super Retail Group, etc.
- Accurately generating daily, weekly, and monthly rosters within a provided timeframe
- Managing team email inbox, promptly and effectively act on all queries/orders on a daily basis
- Liaising with clients and staff regularly to fill all shifts in a timely manner
- Sourcing and screening suitable candidates, making outbound calls to potential candidates
- Matching clients' needs regarding skill, availability, licence/certificate requirements and roster accordingly
- Assisting with inbound calls, handling all enquiries and complaints

- Answering phones, emails, text messages and responding to/actioning all requests for changes to rosters from clients, staff and management
- Developing and maintaining strong relationships with staff to achieve the right outcomes with clients
- Frequently updating rosters, generating and analysing staff information reports to support business needs
- Working closely with account managers and clients to develop workforce plan
- Monitoring and reporting all site or employee incidents to management team as soon as possible and produce an end of day incident summary report
- Performing administration duties such as searching, gathering and inputting data into FastTrack and reporting compliance or regulatory and organisational requirements.
- Assisting with administrative functions in the payroll department, collating timesheets, answering general queries.

Administrative Assistant   **August 2017 – June 2019**

FUSON AUTO BOSCH LTD.

- Preparing materials, including cross-check, print, copy, scan and compile.
- Organizing travel and client appointments for managers
- Conducting market research and client searching.
- Assisting sales team in consulting, selling products and building client relations.
- Daily check and prepare correspondence sending to the headquarter, branches and partners.
- Reviewing and summarizing reports and contracts
- Performing interpreting tasks and support materials translation

Intern in Marketing Data Management - Automotive Aftermarket   **February – August 2017**

ROBERT BOSCH (SEA) PTE LTD.

- Building up the interactive Excel/Access database to support information exchange between the central coordinating team and the regional offices in Asia Pacific.
- Gathering information from SAP platform to build up the Excel/Access database.
- Responding to enquiries via phone and email in supporting system users from regional teams, coordinate with central team in improving system quality and users experience.
- Preparing the cockpit charts for management.
- Publishing GAP analysis for product managers to trigger product development process.
- Generating monthly sales report and keep product managers up to date.
- Tracking monthly expenses for the department.
- Organizing one-time events like meetings and workshops.
- Supporting product communication function in dealing with both internal and external stakeholders to run communication program.

REFERENCES

Available on request