

Fiona Fan



Curriculum Vitae

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OBJECTIVE

- Seeking a challenging role, where strong qualifications in Business Accountancy and a broad New Zealand background in accounts administration, office management, sales and customer services can be fully utilised.

PERSONAL SUMMARY

- Results-driven Business Accountancy graduate with a broad NZ background across a number of key areas including accounts administration, office management, sales and customer services.
- Solid understanding of New Zealand accounting legislation and systems, including financial reporting, business compliance and taxation.
- Customer focused, with a 'continuous improvement approach to improving service levels.
- Well-organised, with proven time management skills and high attention to detail. Able to manage numerous projects simultaneously and stays focused when under pressure or working to deadlines.
- Excellent communication and interpersonal skills, with the ability to quickly develop strong relationships with people at all levels. Fluent (written and verbal) in English and Mandarin.
- Flexible and enthusiastic approach, combined with a strong work ethic. Able to grasp new concepts quickly as well as think laterally and creatively.
- Self-motivated and disciplined team player, with a strong work ethic and focused on achieving set business targets. Able to work autonomously or in a sole charge position when required.

PERSONAL ATTRIBUTES

"Fiona is hard working and keen to learn new things. We wish her all the best in the future."

Kwek Fam, Accountant, APEC FAM Accounting Services Ltd

CAREER HISTORY

SEP 2019 – FEB 2021 ABC PACKAGING LTD

CUSTOMER SERVICE/ ACCOUNTS ASSISTANT

Responsibilities:

- Respond to customer enquiries and provide a consistently high standard of service.
- Promote and sell / up-sell a wide range of products to in-store customers, as well as take orders across the phone and do the proforma invoice.
- Place the monthly purchase order, control the stock, check the pricing and quantity.
- Oversee stock control, merchandising, display and pricing, as well as manage loss control.
- Ensure the show room is kept tidy and maintained to a high standard of appearance.
- Reconcile cash till at the close of business each day and bank takings on a weekly basis.
- Prepare and submit customer feedback, sales and stock reports to senior management.

Major Achievements:

- Due to a professional approach and the ability to upsell in-store products appropriate to customer needs, successfully exceeded sales targets on a number of occasions as well as generated strong repeat business. This has resulted in recently being awarded further senior level responsibilities.
- Successfully demonstrates the ability to lead and work effectively in customer driven retail environments.

NOV 2015 -MAR 2020 SKYCITY MANAGEMENT LTD, AUCKLAND

- ◇ **Commenced** as a One Game Table Dealer
- ◇ **Promoted in Oct 2016** to Two Game Table Dealer

Responsibilities:

- Adhere to company policies and federal and state regulations for smooth operations.
- Perform technical and functional gaming duties as per the regulations of casino management.
- Ensure that every bet is within the maximum and minimum table limits.
- Handle table games as per established guidelines.
- Exchange cash for tokens and chips.
- Maintain game pace fast and smooth by handing cards, chips, money, dice and other equipment efficiently.
- Create enjoyable and fun atmosphere by attending to player's needs politely.
- Report any unlawful act to the floor manager immediately.

Major Achievements:

- Due to a high level of professional dealing and excellent communication skills, promoted to two game dealer.

May 2014 – Aug 2015 ONE STOP PAK LTD, AUCKLAND

- ◇ **Commenced** as a SHOP ASSISTANT
- ◇ **Promoted in Oct 2014** to SHOP MANAGER (sole charge)
- ◇ **In May 2015 awarded further senior level responsibility** for managing sales performance and preparing management reports

Responsibilities:

- Manage all day to day business operations and sales performance in a sole charge capacity.
- Respond to customer enquiries and provide a consistently high standard of service.
- Promote and sell / up-sell a wide range of products to in-store customers, as well as take orders across the phone.
- Ensure the shop is kept tidy and maintained to a high standard of appearance.
- Reconcile cash till at the close of business each day and bank takings on a weekly basis.
- Prepare and submit customer feedback, sales and stock reports to senior management.

Major Achievements:

- Ensures all day to day activities are carried out professionally, using best practise systems and processes.

PRIOR

- WAITRESS – San Bao Restaurant, Mount Roskill, Auckland
- OFFICE ADMINISTRATOR (Contract) – Property Star Ltd, Newmarket, Auckland
- RECEPTIONIST / OFFICE ADMINISTRATOR- APEC FAM Accounting Service LTD, Queen Street, Auckland
- OPERATOR / ACCOUNTS ASSISTANT(MAY 2012-APR 2014) - NZ APEX TRAVEL SERVICE LTD, Queen Street,AUCKLAND

QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

- **Diploma of Construction** (major in Construction Management) – Unitec (2022)
- **Diploma of Business** (major in Accountancy) – Unitec (2011)
Major Achievements:
 - Successfully balanced part-time evening studies with full-time work during the day.
- **International Business Programme** (Transferred to Unitec Programme) - Beijing University of Technology, China (2009)
Major Achievements:
 - Awarded a scholarship for academic success.

COMPUTER KNOWLEDGE

- Well versed in MS Word, MS Excel, MYOB, Internet Explorer, Email and a variety of in-house software packages.

VOLUNTARY / COMMUNITY INVOLVEMENT

- Volunteer teacher at Sen Sen Xiang Rong Charitable School, Auckland (2010).

PERSONAL

- New Zealand Permanent Resident.
- Fluent (written and oral) in English and Mandarin. Basic skills in Cantonese.
- In excellent health.
- Licenced to drive in New Zealand.
- Interests: travelling, reading, talking with people, helping others, and hiking.

REFEREES

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| • Kwek Fam – Accountant
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