

FLORENZET A PULEPULE



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Sydney, NSW 2566

PROFESSIONAL SUMMARY

I am passionate in helping and serving people in all walks of life. I am a recent college graduate with skill such as customer service and office support roles, I am dedicated to learn various skills in different organization's and currently studying as a nursing student, while working as a part-time. Self-motivated administrator brings proven leadership, organizational and customer relations skills. Independently solves problems and keeps teams on task to handle diverse business requirements. History retaining clients and talented staff.

SKILLS

- Office administration
- Operations oversight
- Documentation and reporting
- Administrative tasks
- Helpdesk administration
- customer service
- computer literate
- Process reservations
- Financial transactions
- Team player
- Kitchen Hand

EDUCATION

Macarthur Adventist College

12 Victoria Rd, Macquarie Fields NSW 2564 • 11/2019

High School Diploma

Tafe

181 Narellan Rd, Campbelltown NSW 2560 • 09/2019

Travel And Tourism Cert III

ACCOMPLISHMENTS

I have been to Cambodia on a mission trip with Raw Impact, to build houses for the less fortunate and it is of course a motivation for me to go an extra mile in serving people and one of my biggest accomplishments.

WORK HISTORY

Fujifilm - Administrator

Sydney, NSW • 03/2021 - Current

- Adapted to workflow changes and implemented continuous process improvements to overcome obstacles.
- Screened and transferred incoming calls, took down messages and transmitted information and documents to internal personnel.
- Allocated services and resources to improve and maintain services and enhance profitability.
- Provided leadership in analyzing, defining and improving business processes and solving complicated financial issues.
- Developed strategies to maximize revenue, control expenses and improve performance goals of department.
- Tracked office supplies and restocked low items to keep team members on-task and productive.

- Oversaw upkeep of equipment and physical condition of warehouse, identifying and ordering needed repairs, renovations and replacements.
- Boosted warehouse operations performance by overseeing dispatching and setting optimal employee schedules.

Tourism Practice - Event Management Team

Sydney, NSW • 08/2019 - 09/2021

- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Maintained energy and enthusiasm in fast-paced environment.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Identified issues, analyzed information and provided solutions to problems.
- Served customers in a friendly, efficient manner following outlined steps of service.

Assistant Sales Employee - Travel Management

Sydney, NSW • 06/2018 - 09/2021

- Carried out day-day-day duties accurately and efficiently.
- Maintained energy and enthusiasm in fast-paced environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

Iconic Warehouse - RF Scanning

Sydney, NSW • 10/2020 - 03/2021

- Placed new merchandise on shelves and racks in appealing, organized arrangements to drive sales.
- Responded to customer needs through competent customer service and prompt problem-solving.
- Processed payments and returns with accuracy and efficiency.
- Trained and regularly mentored associates on performance-oriented strategies and customer service

techniques.

- Followed through with client requests to resolve problems.
- Answered customer questions about product availability and shipment times.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.

APG RF - scanning - Picking, Packing & Vass
(Sydney, NSW Minto).

(November 29th 2021 - January 31st 2022)

- Picked morphe, seafolly products (KPIs)
- Vass products to ship
- Scan barcodes
- Cut boxes and clean aisles

Kitchen Hand Avondale, (Lake Macquarie) +
(Cleaning Dorms) (March - May 2020)

- dish washing
- cashier
- Helped serve food
- store food
- pack
- clean cafeteria
- clean hallways
- clean lounge

Mcarthur - Transport + Ushering in events + Tickets
(1 Year Feb 1st ,2022 - Jan 2023 & current Part time)

Next logistics (October 17, 2023, and current date)

- Processing
- Rf Scanning (Pick Packing)
- Shipping orders
- Packing orders