

I am a University of Auckland student majoring in International Relations, Psychology and Criminology, with over two years of sales experience and a strong background in client service and sales operations. I have worked across retail, administrative, and hybrid content strategy roles, developing strong communication, time management, and interpersonal skills in fast-paced environments. While balancing my studies, I work on days without classes, demonstrating strong discipline and professionalism. Adaptable and detail-oriented, I enjoy building genuine client relationships, delivering personalised experiences, and continuously learning and developing new skills.



Selected Experience

2025 - Present



Content Strategist

Malaysia, Thailand

- Produced structured content for commercial clients, including scriptwriting and campaign coordination to support brand objectives.
- Travelled to Thailand for the 2025 SEA Games, collaborating with professional and state-level athletes and taking responsibility for coordination and operational support to ensure smooth execution and brand alignment.
- Contributed to the development of customer-facing sales scripts, strengthening engagement strategies and improving conversion outcomes.

2025 - 2026



Direct Sales Representative

New Zealand

- Generate approximately over \$1,000 in weekly sales through effective selling and product knowledge.
- Use strong communication and customer service skills to drive sales and maintain client satisfaction.
- Visit retailers regularly to build relationships and conduct product tastings to increase brand engagement and sales.

2024 - 2025



Sales representative/office administrator

New Zealand

- Supported day-to-day sales operations, administrative workflows, and logistics coordination.
- Managed customer communication, documentation, and internal follow-ups to ensure smooth transaction processes.
- Assisted marketing and promotional initiatives, strengthening operational efficiency and client engagement.

2023 - 2024



Customer Service Associate

New Zealand

- Delivered efficient service in a high-volume environment, managing transactions accurately and professionally. Managed investor relations, including LP/sovereign wealth funds from the Middle East and Asia.

Oct 2019 - Sep
2019



Dog and Cat Daycare Attendant

Malaysia

- Ensured daily feeding, exercise, and care routines were followed consistently.
- Maintained clean, safe environments to support animal wellbeing.
- Managed responsibilities independently during the owners' absence.



Education



THE UNIVERSITY OF AUCKLAND
NEW ZEALAND

Majors— International Relations, Psychology, Criminology

New Zealand



St Mary's College
Catholic School for Girls - Year 7 to Year 13

Bursary (High School)

New Zealand



TAYLOR'S
INTERNATIONAL SCHOOL
KUALA LUMPUR

IGCSE (Primary School)

Malaysia

2024 - Present

2022 - 2023

2016 - 2021



Licenses & Certifications

Sep 2025



MYMUN - EUCO

Germany

- Participated in a Model United Nations (MUN) simulation, an academic conference that replicates real United Nations diplomacy and international policy debate.
- Represented the delegation of Romania as part of the European Council (EUCO), engaging in structured negotiations and policy discussions.
- Strengthened skills in diplomacy, negotiation, public speaking, and policy analysis through collaborative debate.
- Developed critical thinking, persuasive communication, and problem-solving abilities while working within multicultural teams to address complex international issues.

Jan 2025



AYIMUN - UNHCR

Malaysia

- Participated in an international Model United Nations (MUN) simulation, an academic conference that replicates real United Nations diplomacy and policy-making processes.
- Took part in discussions focused on the United Nations High Commissioner for Refugees (UNHCR), the UN agency responsible for protecting and supporting refugees and displaced persons worldwide.
- Represented the delegation of Armenia, engaging in structured debate, negotiation, and humanitarian policy discussions.
- Developed skills in diplomacy, public speaking, policy research, cross-cultural collaboration, and advocacy within an international decision-making environment.

Apr 2024



The Bartending Academy NZ

New Zealand

- Certified Mixologist with practical training in cocktail preparation, bar operations, and responsible service practices.
- Developed strong customer service skills while maintaining professionalism in fast-paced bar environments.
- Demonstrated multitasking ability, attention to detail, and effective time management under pressure.
- Maintained high service standards while working efficiently during busy service periods.



Volunteer Work

2022



Kachin Refugee Learning Centre (KRLC)

Malaysia

- Supported student learning through differentiated instruction and classroom assistance.
- Assisted teachers with lesson delivery, grading, and administrative tasks.
- Maintained structured classroom environments to support effective learning.



Reference

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