

Phillip Trinh

Tel: +61 2 9202 6620

Mob: +61 4 04 04 1879

Email: Phillip.Trinh@gmail.com



EDUCATION

LINGUAEDGE

TESOL 100 Hours Certificate

University of Technology Sydney

Master of Business in Accounting & Finance

Currently enrolled

University of Technology Sydney

Bachelor of Business - Completed June 2003

Major - Management

Sub-Majors - International Management & E-Business

Chester Hill High School 1999

Year 12 Higher School Certificate

- Award of Excellence in 2Unit Mathematics, ranked top 10% in NSW
- 1996-1998 Mathematics Competition (Credit)
- 1997 Australian Schools Science Competition
- Awarded the *National Australia Bank Language Certificate for Japanese Beginners Level.*

Language Skills:

Speak/Read/Write English and Vietnamese fluently.

Work Experience

Australia Post

Department: Credit Management NSW

Position: Credit Assessor – A4

Date: October 2005 – Current

Achievements:

- Developed and applied an efficient application processing method.
- Established rapport and sound working relationship with major account customers and internal parties
- Attained highly technical system skills in SAP (System Application Product)

- Provided training and assistance to existing and new department staff where required
- Effectively and efficiently managed all accounts with Direct Debit payment option
- Have sound experience and working knowledge across the department to function efficiently

Responsibilities Include:

- Manage portfolio of Credit Business/ Licensed Post Office (LPO) Credit Accounts for New South Wales.
- Process, assess, recommend new Credit Account applications for approval
- Increase value of portfolio by effectively developing and maintaining customer relationship and trust and negotiation.
- Strong after services (customer supports/services)
- Liaising with internal and external clients
- Facilitating training and support for new team members
- Act as a point of contact for customers with phone queries, feed back & complaints
- Allocations/Accounts Reconciliation
- Utilising SAP, Microsoft Excel & Word to handle customer's account enquiry, resolving complaints and providing customer assistance with payment process.
- Working in liaison with Business Centres, Post Offices, LPOs and Sales Representatives to ensure efficient services are being provided to credit customers.
- Working with customer's accounts payable to resolve irregularities to ensure smooth transaction to funds.
- Negotiations of payments arrangement and establishing conditions that are beneficial and efficient for the customer yet within Credit Management guidelines and protocols.
- Following up and resolving account disputes and customer complaints yet ensuring customer satisfaction to ensure a positive relationship with the customer is maintained.
- Processing Direct Debit applications.
- Working as an individual and a team to ensure monthly Key Performance Indicators (KPIs) are met – Minimum 96%, KPIs achieved average between 100-120 %

Australia Post

Department: Retail
 Position: Revenue Recovery Officer
 Date: January to July 2005

Responsibilities Include:

- Systems Application Product (SAP) Data Entry
 - Utilising Systems Application Product (SAP) to create customer accounts
 - Maintenance of customer records/accounts
 - Data entry of customer details for invoicing
- Systems Application Product (SAP) Reporting
 - Assisting manager with weekly reports
 - Reconciliation of accounts
 - Identifying duplicate accounts for reports
- Creating & administering Excel database for accounts to be transferred to SAP

- Handling customer's account enquiry, resolving complaints, and providing customer assistance with Australia Post 's Products & Charges
- Participate in quarterly data sampling of Street Posting Boxes

Australia Post

Department: Milperra Delivery Centre

Date: October 2004 to January 2005

KAZ Business Services

Position: Verification & Customer Service Representative for VirginMoney & Citigroup.

Date: July 2003 to October 2004

Australia Post

Position: Christmas Casual

Date: Christmas of 1999 to 2003 – Summer Holidays

SKILLS AND KNOWLEDGES

Proficient with Microsoft Office

Highly experienced in SAP (System Application Product)

Computer literate

Typing Speed – 60+ WPM

Data Entry Speed – 10,000 Key Stroke per Hour

Negotiation Skills

REFEREES:

Available