

Wei Ching Loke
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SUMMARY OF QUALIFICATIONS:

- Fluent in Mandarin, Cantonese, English and Bahasa Malaysia.
- 10 years working experience in customer service field.
- Knowledgeable in MS Office and bookkeeping.

EDUCATION:

2013 – 2016 **Wawasan Open University** Malaysia

- Part-time study, Incomplete - Bachelor of Technology (Honors) in Multimedia Design

2001 – 2006 **Shen Jai High School** Malaysia

- Graduated with Level 2 certificates of London Chamber of Commerce & Industry (LCCI) and secondary education.

WORK EXPERIENCE:

March 2021 - **Data Operator** New Zealand
November 2021 (Main pack, Repack and Pollen Mill season)
- Eastpack Limited

- Understand Kiwi fruit Class 1 and 2 product specifications.
- Understand all components of pallet card and how to match these to the physical pallet.
- Manage the printing and accurate application of pallet card and other visuals.
- Ensure all details match in data and physically to specification.
- Process accurate repack data such as consolidated packs, fruits loss, packaging transfer and customer label.
- Ensure the pallets meet the order requirements such as market hold, dry matter, load out expiry date, packs quantity, packs type and repelling packs when necessary.
- Understand pollen flow from flower through to pottles.
- Receive and weigh flower bags from contractors.
- Input flower bags data by region and update process status accordingly.
- Responsible for the final pollen filtration process and packaging.
- Winner of the Employee of the week award.

March 2020 -
October 2020

Pallet Inspector (Main Pack season)

Data Operator (Repack season)

- Eastpack Limited

New Zealand

- Understand Kiwi fruit Class 1 and 2 product specifications.
- Complete a full inspection of each pallet ensuring both physical and data aspects match and meet required specifications prior to the pallet leaving the floor.
- Understand the different variety specifications and visuals required.
- Quickly escalate any issue identified for individual pallets to the responsible work area following the processes outlined.
- Process accurate repack data such as consolidated packs, fruits loss, packaging transfer and customer label.
- Ensure the pallets meet the order requirements such as market hold, dry matter, load out expiry date, packs quantity, packs type and repelling packs when necessary.

April 2019 -
December 2019

Retail Associate

Canada

– Banff Jasper Collection by Pursuit
(Banff Gondola, Gift Shop)

- Ensuring service is friendly, courteous, and professional.
- Operating the point of sale system with accuracy and efficiency.
- Responsible handling of cash, credit cards and restocking.
- Keeping the sales floor and storage areas clean and organized.
- Monitor security in the retail environment.
- Communicating with the inventory management team about product stock levels.
- Responsible for the jewellery sale of Korite Ammolite .
- Nominated as Employee of the month. .

September 2008 –
February 2019

Service Manager
- Weng Fatt Otomobil Sdn Bhd

Malaysia

- Managed day-to-day service center operation.
- Handled customer complaints.
- Responsible for verified and processed vehicle warranty and accident / theft insurance claim.
- Prepared monthly vehicle intake and revenue report.
- Responsible for spare parts & lubricants inventory and annual stock take.
- Responsible for training new service advisor.
- Responsible for daily cash flow of service center.
- Conducted annual vehicle service clinic.

January 2007-
December 2007

Admin Assistant
- Central School of Ballet

Malaysia

- Handled monthly school fees and students attendance.
- Entertained customers and phone calls.
- Maintain the cleanliness of the school.
- Responsible for selling ballet shoes, clothes and accessories.

INTERESTS AND ACTIVITIES:

Recreational interests : Vinyasa Yoga, Aerial Yoga, Swimming
Other interests : Travelling, Sketching, Reading