



Low Siew Zheng, Susan

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EXECUTIVE SUMMARY

Customer-focused personal assistant to CEO with more than 15 years' experience in insurance sales and marketing, customer service and accounting. Meticulous about every detail of my responsibilities. Highly motivated professional, organized with a solid work ethic, exceptional interpersonal and negotiation skills. Ability to collaborate and influence internally and externally

KEY SKILLS

- Sales Negotiation
- Strategic marketing
- Customer oriented
- Team player
- Empathetic listener
- Excellent time management
- Punctual

EDUCATION

- Bachelor of Science, Business and Management Studies (Marketing) (2007)
University of Bradford, UK
- Diploma in Accountancy (2002)
Singapore Polytechnic, SG

CERTIFICATES

- Certificate in Reinsurance (2020)
Singapore College of Insurance
- IBF Qualified – Level 1 (2020)
The Institute of Banking & Finance
- Chartered Financial Consultant (2018)
The American College of Financial Services
- Associate Specialist in Estate Planning Certificate (2016)
Singapore Professional Centre

PROFESSIONAL EXPERIENCE

Personal Assistant to CEO (Sales & Marketing)

Mar 2021-Present

MuzArt International Sdn Bhd

MuzArt International is an award winning art school which provides quality age-based art education from ages 2.5 to adult.

- Achieved 20% growth in Sales within 1 month
- Ability to transit from Offline to Online learning during FMCO
- Ability to foster close relationship building within parents
- Strategic Operations Planning
- Digital Marketing including Hosting Facebook Live Sessions

Bookshop Assistant (part time) due to school shutdown)

Jan 2021 – Current (on hold

SBC Book Centre is a one-stop stationery retailer and supplier company. Supplies a wide range of textbooks, reference books, children books, stationeries and office supplies.

- Assistant in sales management of stationery and textbooks
- Inventory management
- Customer service

Tuition Teacher – English due to MCO 2.0)

Nov 2020 – Current (on hold

Sky Brilliant Hub

Sky Brilliant Hub specialises in providing quality enrichment classes for international school students.

- Conducts classes for kindergarten, Grade 1 and 3.
- Engage students in reading and summary writing. (Oral & Writing)
- Listening comprehension. (Listening)
- Building sentences
- Communications

Customer Service Manager

Mar 2019 - Oct 2019

National Dive League (Tunamaya Resort)

(6 months)

National Dive League is a recognized scuba diving certifying organization. It runs exclusive daily sea sports activities for in-house guests of Tunamaya Resort Tioman.

- Manages a team of 5
- Organizes daily sea sports activities according to guests' request.
- Tabulates daily sales report for accounting purposes.
- Problem solver for complaints
- Participated in search & rescue of missing person at sea

Executive Financial Consultant
Great Eastern Financial Advisers

Sept 2008 – Nov 2018
(10 years 3 months)

Great Eastern Financial Advisers is a financial advisory firm wholly owned by Great Eastern Holdings Limited. With a selected force of over 1,000, they provide a one-stop solution not only to personal financial planning but also general insurance and collective investment schemes.

- Proactively secured 300+ clients with more than SGD \$3 million Assets Under Management and a high client closing ratio of 8:10.
- Assessed the financial goals of a wide range of clients and made effective recommendations for investments based on their comfort levels.
- Skilled in preparing practical action plans for wealth and protection needs.
- Maintained an outstanding level of customer service with personal and corporate clients, incorporating negotiation and conflict resolution skills.
- Awarded Great Eastern Life Achievers Club (2009-2014)

Asset Management Executive
Gennex Solutions (S) Pte Ltd

May 2007 – Nov 2008
(1 year 6 months)

Gennex Solutions (S) Pte Ltd is a trading company with offices in Singapore, the Philippines and China. It supplies raw materials for the manufacturing industry such as electronics, semi-conductor and printed circuit boards.

- Managed main sales operation from more than 50 vendors and clients across Singapore, the Philippines and China.
- Redesigned a new system to improve the overall sales process turnaround time from two weeks to three working days.
- Conducted internal audits to ensure no discrepancies of stock in all warehouses, resulting in 0% stock loss.
- Generated monthly management and sales report for Sales Manager and Director.

Accounts Executive
Gennex Solutions (S) Pte Ltd

Sep 2003 – May 2007
(3 year 9 months)

- Updated ERP timely and accurately.
- Provided Monthly forecast and billing
- Oversaw and managed inventory movement.
- Assisted in Monthly bank reconciliation
- Issued cheques for accounts payables
- Follow up on creditors payment before due date
- Prepared monthly GST filing for reporting.
- Alias with external auditors during auditing period.

OTHER SKILLS

Languages: English and Mandarin

Computer: Microsoft Office (Excellent), CRM System (Excellent)

Hobbies: Travelling, Home Organization, Culinary

REFERRAL

Available upon request.