

# Wen Sze Chong

## Business Support Executive | Learner

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### LinkedIn

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A detail-oriented, analytical, and passionate multilingual executive with approximately one year of professional experience in conducting business market analysis and forecast to provide competitive pricing to build sales of more than 40% of customer project success rate. Exceptional organized, collaborative, and adaptive demonstrating a well-versed performance in business analytics and forecasts for market trends and customer projects with more than five years of business study and two years expertise in international business, marketing, and product launching (entrepreneurship).

## Education

2019-09 – 2022-11

### Bachelor of Business (International Business)

*Swinburne University of Technology Sarawak - Kuching, Sarawak*

Majoring in **International Business** while minoring in **Marketing** and **Entrepreneurship** with an overall CG PA of **3.64**.

- Well-expertized in analyzing, organizing, and developing business solutions for an organization's operation, advertising, product, and business development in multi-areas.

## Work Experience

2022-09 – Present

### Business Support Administrator

*JJ-Lapp (M) Sdn Bhd, Penang, Malaysia*

Work in close partnership with the Company Management Team and possess the responsibility to:

- Analyse and forecast the industry market trend in OEM, FA, BA, etc. areas for quoting purposes.
- Proposal business development quoting strategy-based market analysis with sales and management team.
- Prepare competitive quotations based on a comprehensive review and understanding of customers' specifications and project plans if it is a project to build sales.
- Utilize the necessary industry knowledge, and provide accurate advice to customers to support and build sales.
- Follow-up on product inquiries and advise customers with handling daily calls from customers with professionalism and integrity.
- Undertake conscientiousness and receptiveness to customers' needs.
- Establish and maintain a high level of cooperation and teamwork amongst the Sales, Order Processing, and Purchasing teams.
- Performing daily cold-calling to activate lapsed, lost customers leading to indoor company sales.
- Proposal business development quoting strategy based market analysis with sales and management team.

2021-07 – 2021-09

## **Pixlr Support Intern**

*Inmage Company, Kuala Lumpur*

Worked as an intern assisting the Pixlr marketing department of Inmage Company.

- Supporting daily operational task of Inmage (mainly for their main product: Pixlr and Pixlr for Education)
- Assisting for social media outreaching and content curation
- Creating ideas and supporting Pixlr for Education's promotional work
- Providing business development ideas for Pixlr for Education and Inmage Academy
- Managing community groups with various promotional ideas of Pixlr for Education and Inmage Academy with customers in educational sector
- Design curation, data and email mining

## **Extra-Curricular Activities**

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- JJ-Lapp (M) Sdn Bhd (03-2023 – Present):
  - EHS Committee
- Swinburne Sarawak Business Society (2021-2022):
  - Researcher of Journalism Department (03 – 08/2021)
    - In charge of conducting a research against relevant information or topics for society's weekly newsletter and conduct researchers to assist SSBS's events.
  - Content Writer of Journalism Department (08/2021)
    - In charge of writing contents for the society activities and events (mainly journalism activities like newsletter).
  - Head of Journalism Department (08/2021 – 03/2022)
    - Content writing for the society's one and only weekly newsletter, as well as all society's activity contents in event, social media, and operation manners.
    - Manage journalism department and organize all department activities in a well condition.
    - Involve in numerous formal and informal event hosting.
- Jit Sin Independent High School Chinese Orchestra (2015-2018):
  - Administrative Group Section: Assistant Head of Music Scores (2015)
    - Assist head of music scores to manage and provide music scores for orchestra members.
  - Administrative Group Section: Head of Music Scores (2016-2017)
    - Manage and provide music scores for members.
  - Training Group Section: Assistant Leader of 'Sheng' Instrument (2015-2016)
    - Assist leader in managing and train 'Sheng' section members in an excellent condition.
  - Training Group Section: Leader of 'Sheng' Instrument (2017)
    - Train and manage sheng section members.
  - Training Group Section: Assistant Head of Blowing Section (2017)

- Assist head to train and manage blowing section members in excellent condition.
- Administrative Group Section: Student Patron (2018)

## Accomplishments

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- IELTS Test (2023-11) – Overall band score: 7.5
- Top Scorer for the Unit (Startup Funding and Investment) (2022-03)
- Top Scorer for the Unit (INB30020 – Sustainable International Business Strategy) (2022-03)
- Dean List Award (Sep 2019, March 2020, September 2021, March 2022)
- Honorarium for Swin Pitch 2021 (2021-09)
- Top Scorer for the Unit (ENT10001 – Entrepreneurship and Opportunity) (2021-03)
- Top Scorer for the Unit (ENT20006 - Lean Startup Springboard)) (2020-09)
- IELTS Test (2019-02) - Overall band score: 6.5
- Sage UBS Computerised Accounting (2018-09) - Credit
- Sunway Business Innovative Challenge (2018-06)
- FMM CEO Forum 2017: Future Pillars of Our Nation (2017-04)
- Penang Chinese Instrument Solo Competition (2017) - Silver Award
- Malaysia Music Arts Festival Secondary Schools Chinese Orchestra Competition (2014-2018)
  - 2014, 2016-2018: Gold Awards, 2015: Silver Awards
- Malaysia International Music Arts Festival (2014-2016)
  - 2014: Silver Award, 2015-2016: Gold Award
- Awards of The Most Outstanding Student in the Class (2013)

## Voluntary Activities

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|------------------|---|
| <b>2018-05</b>   | Wesak Day 2018 in Persatuan Buddhist Bukit Mertajam, Seberang Perai |
| <b>2013-2018</b> | JSP City Run  |

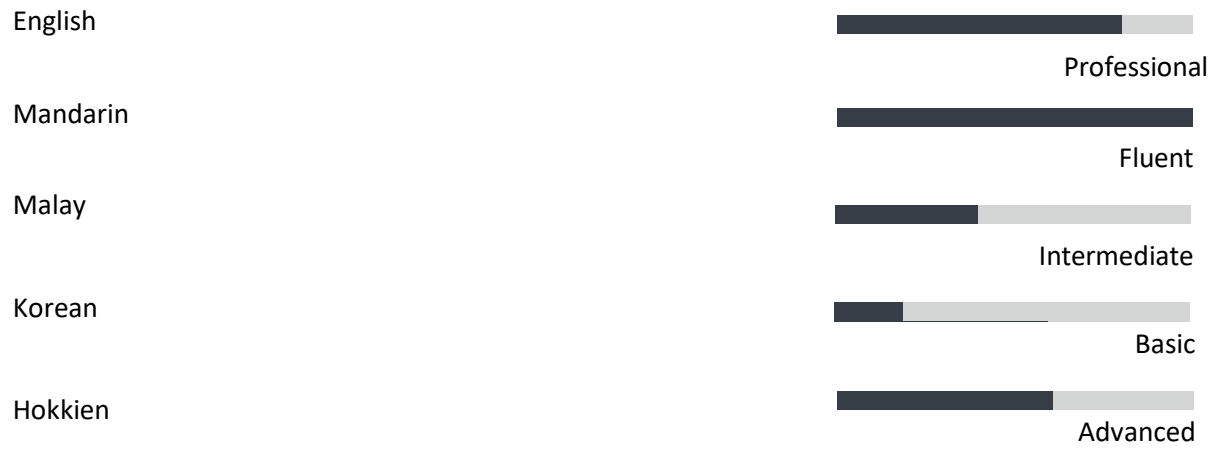
## Interest

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- Business Analytics
- Business & Project Development
- Cooking
- Exercising (Badminton)

## Languages

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## Skills

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