

DYLAN CHEN YEE CHUA

SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

EXPERIENCE

Rex Airlines | July 2023 – Customer Advocacy Officer

- Working with various departments and airports around Australia to solve passenger issues
- Responding to a variety of passenger complaints, enquiries, requests and compliments
- Learning aviation computer systems such as merlot and saber
- Investigations of passenger complaints and implementing improvements

Fig Tree Hall UNSW | December 2022 - Current

- Organizing sporting events for Fig Tree Hall UNSW College
- Collaborate with other portfolios within the college to encourage participation through engaging events
- Collaborate with other colleges for inter-college competitions
- Increased participation rate by 25% from 2022

Sports Secretary

Brunei Students, Union | Australia & New Zealand | January 2022 - December 2022

- Sports secretary representative for Bruneian students within Australia and New Zealand
- Organizing virtual and physical events within the Bruneian community
- Working with other portfolios to improve engagement and participation

Globex Global Logistics Sdn Bhd

Danny Chua | Brunei, Brunei Muara | May 2020 - December 2022

- Supervised data collection, data quality, analysis, evaluation and dissemination for research projects.
- Point of contact with international corporate clients e.g. Zalora
- Supported planning, design, preparation, initiation and execution of study and evaluation protocols.
- Maintained relationships with diverse stakeholders and clinical team members through communication and reporting.
- Coordinated research preparation, quality, timeliness and approval process.
- Gathered, organized and input research data into MS Office.
- Managed compliance with established regulations, protocols, budget and resource goals.
- Generated detailed reports and presented findings to relevant stakeholders.
- Assisting with ISO9001:2015 certificate

Head Swimming Coach

CONTACT

- 📞 +61 0448641046
- ✉️ Dylancychua@gmail.com
- 📍 Kensington, NSW 2033

SKILLS

- Have a warm and engaging personality
- Able to use my own initiative and resourceful
- Hard working and honest
- Well versed with Microsoft and Google services
- Able to analyze data well
- Able to help people
- Able to work as a team and communicate well
- Able to organize and plan ahead
- Marketing skills / sales
- Mystery Shopper
- Customer Service
- Team Building
- Leadership
- Dependable and Responsible
- Organization
- Self-Motivated
- MS Office

EDUCATION AND TRAINING

Bachelor of Aviation (Management)

Aviation

University of New South Wales, Sydney

Expected in December 2024

GCE Advanced Level (July 2020)

Plymouth College, Plymouth, United Kingdom:

Physics (B), Biology (B), Mathematics (A)

Self-Employed | Brunei, Brunei Muara | August 2020 - January 2022

- Mentored and encouraged youth to develop strong work ethic by being positive role model and regularly practicing skills.
- Created culture of good sportsmanship, cooperation and responsibility among athletes and coaching staff.
- Communicated rules and expectations to student athletes and performed necessary corrective actions.
- Development of swimmers from all ages and all skills.
- Developed and implemented rigorous practice routines to enhance swimming skills
- Implemented team practice, meeting and game schedules and communicated important information to players, staff and families.
- Developed training and exercise programs to meet individual requirements.

Customer Service Associate

Children's Hospice | United Kingdom, Plymouth | September 2018 - March 2020

- Stocking up shelves and customer help and service, (Children's Hospice Mutley, Plymouth, UK)
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Educated customers on special pricing opportunities and company offerings.

Intern

Shell Aviation | Brunei, Brunei Muara | July 2019 - August 2019

- Shell aviation work attachment in Brunei
- Getting an insight of the aviation industry
- Attended and participated in meetings and brainstorming sessions with team members.
- Supported various program activities, assisting with administrative tasks.

Assistant Swimming Coach

Jerudong International School | Brunei, Brunei Muara | September 2016 - July 2018

- Assisting head swimming coach in development of professional programs.
- Participated in instructional meetings with other assistant and head swim instructors.
- Conducted lessons with safety-first approach in teaching multiple children simultaneously.
- Soothed hesitant swimmers and encouraged class participation.
- Invented games to encourage children to practice new swim skills.
- Offered lessons on flexible schedule to work around families' other commitments.
- Encouraged students to build confidence in and out of water by making swimming fun.

WEBSITES, PORTFOLIOS, PROFILES

- www.linkedin.com/in/dylan-chua-3750aa205

International General Certificate of Secondary Education (June 2020)

Jerudong International School, Brunei

- First Language English (B), Malay (A), Physical Education (A), Double Science (A*A), Geography (A*), Music (A*)

LANGUAGES

Able to speak and write English and Malay fluently

ACCOMPLISHMENTS

- Represented Brunei in the ASEAN School Games (2015) and South East Asian Age Group (2015, 2016 and 2017) for swimming
- Ex-Brunei national swimmer (2014-2020)
- Senior Prefect
- Boarding Prefect
- Flight experience in a Cessna 152 at Flight Training London

CERTIFICATIONS

- Ironman Certified Coach 2020
- Swim to Fly certified coach
- University of New South Wales Intensive Leadership Course (2022)
- Bronze and Silver Duke of Edinburgh Award
- Grade 8 at Piano and Saxophone