

AJAY SIDAL

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With over twelve years of experience in various industries, including health, banking, logistics and automotive, I am a knowledgeable Technology & Operations Coordinator with solid leadership skills, effective people management abilities, and expertise in customer service, team management, business administration, and operations management. Proficient in data analysis, reporting, and process optimisation using various MS Office packages and CRM, I can drive operational efficiency within an organisation. I am reliable, friendly, honest, and always eager to learn new skills.

EXPERIENCE

NOVEMBER 2023 – FEBRUARY 2024

SUBCONTRACTOR COMPLIANCE COORDINATOR, RANDSTAD / VENTIA

- Manage onboarding for subcontractors and employees, ensuring Ventia Telco project compliance.
- Maintain SharePoint documentation and ID card submissions.
- Overseeing the Access Card process for Ventia Telco, liaising with Chorus and Spark.
- Support the SCC team with administrative tasks and ensure timely project delivery.

JUNE 2022 – NOVEMBER 2023

COORDINATOR TECHNOLOGY & OPERATIONS – TEAM LEAD, TE WHATU ORA

- Provide efficient administrative support to the business and teams, including workforce planning, documentation, correspondence, record keeping, and logistics management.
- IT hardware and software management for the technology and operations team.
- Coordinate and manage meeting arrangements, including agendas, minutes, travel bookings, and catering.
- Establish effective relationships with stakeholders, ensuring accurate communication and providing logistical support.

MARCH 2022 – JUNE 2022

COMMUNICATIONS COORDINATOR, BUPA

- Manage incoming email messages and family questions empathetically, providing information and reassurance.
- Proactively initiate connections with families to update them on their family/whanau member's condition and activities, excluding clinical updates.
- Assist residents in utilising technology such as Skype or similar platforms to maintain connections with their family/whanau.

JUNE 2021 – DECEMBER 2021

COVID VACCINATION ADVISOR, WHAKARONGORAU AOTEAROA

- Answered inbound calls and made outbound calls to assist the New Zealand population in registering for the COVID-19 Vaccine, managing vaccine bookings, and providing non-clinical information related to the vaccine.
- Accurately record confidential information according to established processes and procedures.
- Contribute to team culture by actively participating and demonstrating the values and behaviours of Whakarongorau Aotearoa.

JANUARY 2020 – FEBRUARY 2021

BOOKING COORDINATOR, ARMSTRONG MOTOR GROUP

- Managed multiple automotive brands for the Lower Hutt dealership, including Porsche, Volvo, Land Rover, Jaguar, and Audi for Armstrong Prestige, Peugeot, Citroen, Subaru, and Nissan.
- Ensure high customer service support to enhance customer satisfaction, including booking appointments and completing follow-up phone calls with customers.
- Analyse and report service data results and manage the daily profit margin.

NOVEMBER 2017 – FEBRUARY 2019

OPERATIONS & ADMINISTRATION MANAGER, AVANTEE LIMITED

- Maintaining - Maintain the company website via the Shopify platform.
- Manage product sourcing and handling, marketing and advertising, and accounts receivable and payable using Xero.

MARCH 2017 – OCTOBER 2017

LOGISTICS MANAGER, IT WISE

- Manage project logistics, GST management, procurement, job costing using CRM Fergus, and staff supervision assistance.

JUNE 2016 – MARCH 2017

OPERATIONS & ADMINISTRATIONS MANAGER, THE POSITIVE PROPERTY SERVICE

- Manage payroll, data entry and end-of-month reconciliation and reporting, accounts receivable and payable using Xero, job costing using CRM - Workflow Max, staff supervision, customer service, and maintenance of job costs.

JAN 2016 – APRIL 2016

TRANS TASMAN COLLECTOR, DUN & BRADSTREET

- Collect overdue accounts for New Zealand and Australian-based clients with exceptional customer service skills and knowledge of Australian and New Zealand legislation concerning privacy and consumer laws.

JANUARY 2014 – JANUARY 2016
OPERATIONS MANAGER, ITWISE LTD

- Maintaining - Maintain the company website via the Shopify platform.
- Manage product sourcing and handling, marketing and advertising, and accounts receivable and payable using Xero.

MAY 2001 – DECEMBER 2013
VARIOUS ROLES, WESTPAC BANKING CORPORATION

In a career spanning 12 years, I started with Westpac Banking Corporation as a Customer Service Officer. As I furthered my development in the banking sector, I gained supervisory and managerial experience. My skills and expertise include customer service, Call Centre management, sales, client needs analysis, credit and loans, information technology/merchant service support, branch management, coaching and training staff.

My career highlights are:

- Successfully raising the performance of a low-performing branch that had received many customer complaints, returning it to a reputable standard.
- Initiating and leading Westpac's Internet Payments Project through credit cards for e-merchants in Fiji in 2008.
- Being awarded the Retail Recognition Award in 2009 for exceptional Westpac retail leadership team support.

EDUCATION

2023
BACHELOR'S DEGREE IN APPLIED MANAGEMENT, OTAGO POLYTECHNIC | TE
PUKENGA

2020
MASTER CERTIFICATE IN BUSINESS MANAGEMENT, MASTERCLASS MANAGEMENT
Management Skills & Leadership Development Course

2013
BUSINESS MANAGEMENT UNITS, CORNELL INSTITUTE OF BUSINESS &
TECHNOLOGY

ACTIVITIES

I enjoy listening to music, playing tennis, yoga, reading, and watching sci-fi mysteries. Also, have a passion for designing websites and funnels.