



# Nhi Huynh

## Contact

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- Perth, Western Australia

## Key Skills & Abilities

- Highly motivated & driven performer** with a proven track record of exceeding customer service levels and performance KPIs for individual and team targets
- Management & leadership skills** with experience in fostering collaboration team success
- Exceptional customer service skills** with a solution-focused mindset to achieve outcomes & manage challenges
- Excellent communication & organisational skills**, adept at engaging with key stakeholders, hosting community events and driving business strategies and lead generation
- Customer relationship management** experience with CRM systems, including case ownership and resolving complex customer complaints promptly and professionally
- Detail-oriented**, with a strong focus on accurate data entry, strategic planning and ensuring operational excellence
- Strong risk management & compliance**, and ability to follow policies and procedures efficiently
- Ability to **work effectively under pressure & fast-paced environments**
- Proficient user** in Microsoft Office, CRM platforms, reporting tools (Tableau) and tech savvy



## Career Summary

I'm a passionate professional with 6 years of experience in the Banking industry, progressing from Consultant to Home Lender and Branch Manager. I am committed to delivering meaningful customer experiences, and cultivating supportive environments where both clients and teams can thrive.

Throughout my career, I've led teams through digital transformations and community initiatives, fostering a culture where people feel valued and supported. This has made me highly adaptable, excelling in dynamic environments and guiding teams through change and evolving challenges.

My diverse background in Retail, Telecommunications, and Real Estate has equipped me with strong skills in business operations, people management, stakeholder engagement, and risk compliance, with a keen attention to detail.

I'm always eager to take on new challenges and offer fresh perspectives, whether navigating change or developing innovative solutions. As a proactive, dedicated team player, I thrive in fast-paced environments and contributing to team success. I am driven by continuous growth and I am excited to bring my expertise to a role where I can make a meaningful impact and grow alongside a dynamic team.

## Professional Experience

### Branch Manager

Bankwest

Metro North Area

Oct 2022 - Oct 2024

#### Key Achievements:

- 2023 & 2024 National Ultimate Success Winner  
(Awarded for achieving exceptional Values, performance KPIs & Risk)

#### Key Responsibilities:

- Manage branch operations, including risk compliance, reporting & managing general ledgers and suspense accounts
- Lead team performance management and provide coaching, drive business strategy and achieve performance targets
- Mentor and support colleagues and leaders and provide guidance to support development plans and actions
- Drive business growth through business and professional development opportunities and hosting community initiatives

### Customer Consultant / Teller / Specialist / Lender / 2IC

Bankwest

Nov 2018 - Sept 2022

#### Key Achievements:

- 2021 National Ultimate Success Winner
- Contributed to the success of the Tier 1 flagship branch to achieve the highest home loan disbursals in the Metro North area for FY 20 and FY 21

#### Key Responsibilities:

- Conduct customer-focused, needs-based conversations across a wide range of products and services to support clients' financial goals and well-being
- Process applications for various banking products, including transaction and savings accounts, personal loans, credit cards and home lending service
- Handle daily cash transactions and telling duties, including secure cash handling and treasury management responsibilities
- Lead proactive engagement campaigns including inbound & outbound calls
- Retain & grow client portfolios, drive business growth and lead generation
- Ensure compliance by managing risk and industry regulated training

# Professional Experience

## About Me

- Friendly and energetic
- Hardworking and reliable
- Positive can-do attitude
- Creative problem solver
- Supportive team player
- Passionate learner
- Tech-savvy and adaptable

## Hobbies & Interest

- Quality time with loved ones
- Travel and adventures
- Foodie at heart!
- Movies, music, and comedy
- Outdoor walks and cycling
- Skincare and beauty enthusiast
- PC gaming
- Creative arts
- Puzzles

### Assistant Store Manager

*Virgin Mobile*

Morley

Oct 2016 - Jun 2018

#### Key Achievements:

- Ranked among the Top 5 Sales Consultants in the WA Metro North Area, consistently exceeding individual KPI sales targets by over 100%
- Maintained an individual Net Promoter Score (NPS) of 80%+ for FY 17-18
- Achieved a 98% profit protection result in store audits

#### Key Responsibilities:

- Deliver needs-based solutions to customers, consistently exceeding service levels
- Coach team members to enhance and drive sales performance and achieve results
- Ensure strict adherence to operational processes and policies
- Minimise fraudulent activity and theft, achieving a 98% profit protection audit result
- Support daily operations including banking, point of sale and stock management
- Manage multiple tasks concurrently to meet deadlines and business needs
- Manage action plans, KPIs, rosters, contract compliance and risk assessments
- Provide training, setup, and ongoing support for staff and customers on devices

### Personal Sales Assistant

*Sell Lease Property*

Osborne Park

Nov 2014 - Sep 2016

#### Key Achievements:

- Recognition awards for supporting Madeley's top sales agent (REIWA)

#### Key Responsibilities:

- Provide administrative support for managing new listing and sales contracts
- Liaise with clients, including buyers, vendors, investors, settlement agents, financial advisors & internal teams
- Ensure accuracy and attention to detail in contracts and advertising materials
- Organise and coordinate appointments with clients and suppliers
- Compile weekly property reports and generate comparative market analysis reports, appraisals and pre-listing kits
- Create floor plans, property write ups and arrange media advertising
- Manage and execute ad-hoc marketing campaigns and projects
- Prioritise and manage multiple tasks effectively to meet deadlines and KPI targets

### Administration Officer & Marketing Coordinator

Osborne Park

*Sell Lease Property*

Mar 2015 - Mar 2016

#### Key Responsibilities:

- Manage front-of-house duties, including handling incoming and outgoing calls
- Liaise with a variety of clients, including real estate agents, settlement agents, finance advisors, buyers, sellers, investors and key stakeholders
- Respond to client inquiries and emails promptly and professionally
- Accurately enter client data with a typing speed of 80+ WPM
- Process listing and sales contracts efficiently and effectively
- Prepare and coordinate marketing material for vendor marketing
- Handling invoicing and marketing material orders
- Proficient in using marketing software, customer relationship management systems and real estate websites to create and manage marketing content

## References

### Kim Geeson

Bankwest - Area Manager

Phone: 0459 856 245

Email: kim.geeson@bankwest.com.au

### Jasmine Beckingham

Bankwest - Branch Manager

Phone: 0460 010 700

Email: jasmine.beckingham@bankwest.com.au