

Experience

Senior Customer Service Executive – Beier and Sons, New York, NY

07/2019 – Present

- Full professional proficiency in English
- Full professional proficiency in English is an advantage
- Diploma holder and above
- Knowledge of MFGPro/Oracle would be an advantage
- Good English communication skills (writing and speaking)
- Service mindset with strong customer orientation
- Experiences in Export SAP would be advantage
- Diploma or Certification in Information Systems or equivalent discipline
- Customer service orientated and able to handle request and provide solution
- A good team player and proactive in handling users' enquiries
- A minimum of Diploma in Business Administration/Social Science or equivalent

Vnc-airfreight Customer Service Executive – Shanahan-Koepp, New York, NY

06/2015 – 02/2019

- Knowledge in SAP system and MS Office tools
- Experienced in Shipping and logistics
- Knowledge Custom and excise MITI application process of PCO (AFTA) will be added advantage
- Business minded with good problem solving skills
- Excellent communication and interpersonal skill and need to have energetic, positive, "can do" approach
- Putting the customer at the centre
- Providing the highest levels of service from the business and organisations
- Being proactive and being a decision maker
- Flexibility towards change
- Excellent attention to detail, planning and organisational skills
- Good knowledge and level of Excel and SAP

Education

School of the Art Institute of Chicago – Bachelor's in Engineering

Skills

- Experience in planning and organisational skills
- Excellent and confident communicator to both an internal and external audience in oral and written communication
- Strong multi-tasking and prioritisation skills and able to work on several projects simultaneously
- Good written and spoken English, Cantonese, Mandarin (including Putonghua)
- Customer Service experience in similar environment dealing with ad hoc requests via telephone, correspondence, e-mail and web
- Producing own correspondence
- Articulate, good communication both verbally and literacy
- Accurate keyboard skills - Alphabetical and Numerical
- Maintain professionalism whilst under pressure

Sample Customer Service Executive Resume

Marcel A. Müller



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Table of Contents Sample Customer Service Executive Resume

1. Understanding the eBook Sample Customer Service Executive Resume
 - The Rise of Digital Reading Sample Customer Service Executive Resume
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Customer Service Executive Resume
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Customer Service Executive Resume
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Customer Service Executive Resume
 - Personalized Recommendations
 - Sample Customer Service Executive Resume User Reviews and Ratings
 - Sample Customer Service Executive Resume and Bestseller Lists
5. Accessing Sample Customer Service Executive Resume Free and Paid eBooks
 - Sample Customer Service Executive Resume Public Domain eBooks
 - Sample Customer Service Executive Resume eBook Subscription Services
 - Sample Customer Service Executive Resume Budget-Friendly Options

6. Navigating Sample Customer Service Executive Resume eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Customer Service Executive Resume Compatibility with Devices
 - Sample Customer Service Executive Resume Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Customer Service Executive Resume
 - Highlighting and Note-Taking Sample Customer Service Executive Resume
 - Interactive Elements Sample Customer Service Executive Resume
8. Staying Engaged with Sample Customer Service Executive Resume
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Customer Service Executive Resume
9. Balancing eBooks and Physical Books Sample Customer Service Executive Resume
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Customer Service Executive Resume
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Sample Customer Service Executive Resume
 - Setting Reading Goals Sample Customer Service Executive Resume
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Sample Customer Service Executive Resume
 - Fact-Checking eBook Content of Sample Customer Service Executive Resume
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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