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

Jiyuan Zhang

Sample Customer Service Executive Resume:

Top Notch Executive Resumes Katharine Hansen, 2025-09-12 Branded resumes that illuminate the candidate s unique value proposition and ROI are a must in today s quest for the executive suite Top Notch Executive Resumes not only explains how to integrate branding into career marketing communication but also how to craft resumes that address your fit with the organization's mission and meet an employer's specific business needs Hansen instructs high level professionals in framing past accomplishments so that the employer can visualize the executive s strategic vision and industry insights as well as what he or she can contribute Highlights of the book include A huge collection of resume samples in cutting edge formats organized by profession for easy navigability Examples of a wide variety of complementary documents including leadership profiles and executive bios that top level professionals need to round out their executive portfolios Special additional features including the preferences and peeves of hiring decision makers guidelines for working with recruiters frequently asked questions and case studies detailing complete job search marketing campaigns Let Top Notch Executive Resumes get you Resumes For Dummies Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on into that corner office writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job Job Coach-Life Coach-Executive Coach-Branding-Letter & Resume-Writing Service Anne Hart, 2005-10-07 of your dreams Here s how to start your personal service business Develop an icon logo and motto for your coaching clients As a job or career coach an executive coach or a life coach you will be presenting and classifying your client's competencies writing resumes cover letters and creating a wide variety of business correspondence including sales letters news releases and direct mail copy You will be planning events for your clients and their prospective employers You ll need to really work a room to find clients as well as niches or jobs for clients when networking at professional associations and trade shows Most frequently you ll be asked to write evaluate and repackage resumes cover letters and other summaries of qualifications of your clients A resume is a summary of qualifications A career coach helps clients find success by taking step by step detailed concrete strategies that solve specific problems get results and reach a defined goal A resume writing business online can be combined with a career coaching enterprise The steps are outlined here for you to follow in chronological order to open and operate a resume writing service business and also a career coaching enterprise online from your home mobile location or office You can telecommute online and still help people find direction by offering information training or consulting services Here s how to open an online business at home presenting and packaging your clients competencies Make your living writing resumes business letters and being a job coach Help clients obtain appoints for interviews that may eventually lead to finding work Write and repackage resumes and all types of business correspondence from cover letters and follow ups to direct mail or trade show sales letters The Complete Idiot's Guide to the Perfect Resume Susan Ireland, 2002-12 Includes tips on writing an effective resume creating an accurate yet impressive job statement networking using software programs and other resume technologies and making the most of your experience Real-Resumes for Customer Service Jobs Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers. 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