

### 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

**Yi-Tong Ma**



## **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 into that corner office.

*Resumes For Dummies* Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams.

*Job Coach-Life Coach-Executive Coach-Branding-Letter & Resume-Writing Service* Anne Hart, 2005-10-07 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 appointments 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 Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers      **The Damn Good Resume Guide, Fifth Edition** Yana Parker, Beth Brown, 2012-05-22 One of the best selling resume books of all time and a trusted resource for job seekers for nearly three decades this edition of The Damn Good Resume Guide has been completely revised and updated for today's marketplace One of the best selling resume books of all time and a trusted resource for job seekers for nearly three decades this edition of The Damn Good Resume Guide has been completely revised and updated for today's marketplace The Shortest Distance Between You and Your Next Job For hundreds of thousands of job seekers The Damn Good Resume Guide has been the go to resource for writing and refining their resumes to damn near perfection Filled with savvy advice and written in a straightforward user friendly style The Damn Good Resume Guide will help you zero in on that dream job then craft a winning resume that gets your foot in the door This tried and true best seller has been fully revised and updated for today's job market including Contemporary sample resumes all of which landed interviews with job objectives running the career gamut from line cook to sales manager school principal to software engineer Tips on creating a functional chronological or hybrid resume and advice on choosing which format is best for you What to include and what to leave out of your resume so you get the job you really want Smart ways to deal with gaps in your work history and other less than ideal resume scenarios Instructions for writing cover emails and submitting resumes electronically How to set up and excel at an informational interview Advice for formatting polishing and proofing your resume so that it stands out in the right way And much more Follow Parker and Brown's ten easy steps and you'll be well on your way to a smart effective and thoroughly modern resume a resume that makes you look good and produces results      **CareerJournal.com Resume Guide for \$100,000 + Executive Jobs** William E. Montag, 2002-10-22 The Proven Professional Resume and Job Search Guide for Executives in the 100K and Above Salary Range This new expanded edition of a classic bestseller supplements veteran career advisor William Montag's years of experience with the powerful online resources of CareerJournal.com The Wall Street Journal's own career Web site Let this handy resource be your own professional executive coach with up to the minute advice on how to land your ideal executive job using proven high visibility marketing techniques The top notch real world resume and cover letter samples inside will help you launch your search with the same competitive edge held by the top level clients of Montag Associates You'll learn how critical self marketing is to your success and how to maximize your

marketability by pairing the perfect cover letter with the right resume for any job opportunity By combining the author's power packaging and patented Expansionist Theory™ methods with 24/7 online job search strategies you can outmarket, outsmart and outclass the competition Put your executive job search on the fast track with All the marketing techniques and online skills of professional executive career coaches Up to date listings of the best career and job search sites on the Internet Sample resumes accompanied by their own specially designed cover letters Frequently asked questions and market tested answers Top ten rules for the twenty first century job market STEP-BY-STEP RESUMES For All Human Resources Entry-Level to Executive Positions Evelyn U Salvador, NCRW, JCTC, 2020-05-15 Book Delisted *Resumes For Dummies* Joyce Lain Kennedy, 2007-02-26 Is your job search stalling out after you submit a resume but before you're offered an interview With reinvented recruiting technology unmanageable millions of resumes choking employer databases and government mandates in the name of diversity a gigantic change has occurred in the recruiting world over the past several years and it demands a fresh look at how you write and market your resumes Whether you're entering the job market for the first time, changing jobs or changing careers Resumes for Dummies 5th Edition will show you the ropes and rules for a new era in recruiting and job finding With 85% new content added since the previous edition this up to date guide gives you the very latest strategies on how to create and more importantly distribute your resume in today's new job search environment You'll learn Why most generic online resumes fail How to customize resumes for each job opening New quick ways to find the right jobs How to use meta search engines to your advantage Why both digital and print versions of resumes are still needed How to use resumes interactively The resume basics that still knock 'em dead How to create resumes for your life's changing phases What to do after you send them your resume With a wealth of sample resumes organized by industry and career field, experience level and age and special circumstances along with tips on choosing professional resume help and other valuable resources Resumes for Dummies 5th Edition will help you get noticed in a universe saturated with billions of resumes and more on the way #ENTRYLEVELBOSS Alexa Shoen, 2020-05-12 An easy to follow nine step process for how to land your dream job and cut through the noise of job searching in the 21st century Banging your head against the wall about the job search Wondering why nobody's even bothering to send you a rejection letter much less an interview request You are not alone This process is a beast but there's good news EntryLevelBoss is the book for you This is an easy to follow roadmap for transforming yourself from frustrated job seeker into hired happy productive human One part behind the scenes memoir one part playbook EntryLevelBoss lays out career coach Alexa Shoen's proven 9 step methodology for approaching the job search during these crazy times we're living through Think of it like a fitness plan except instead of killer abs you wind up with multiple interviews for a bunch of jobs you actually want Cool right This is not another manifesto about finding your passion I mean yes let's find your passion sure but the rent is also due and I would assume you're interested in getting paid This is a real plan that's based on the real rules of the game You'll learn how to effectively identify your future hiring manager for

example and slide into their DMs in the least creepy way possible Alexa Shoen is the internet's leading confidant for panicking job seekers She has guided thousands of people into full time employment using these exact steps Even if you're convinced you're the least hireable person on the planet Alexa's got you covered      **Real-resumes for Sales** Anne McKinney,2000 One in a series this title uses actual resumes and cover letters in order to show sales professionals how to get in the door maximize salary close the sale and prospect for new career opportunities      **10 Strategies for Reentering the Workforce** Mary E. Ghilani,2008-12-30 10 Strategies for Reentering the Workforce Career Advice for Anyone Who Needs a Good or Better Job Now is an easy to read guide for anyone who needs to reenter the workforce because of economic necessity a plant closing corporate downsizing divorce injury or other life changing circumstance including the simple desire for a new challenge Expert career counselor Mary E Ghilani identifies each type of career changer and discusses the unique challenges each group faces the options available to them and strategies for finding a new job or successfully returning to school to upgrade skills The book also offers numerous ways to overcome obstacles and defeat the common yes buts that prevent people from achieving a satisfactory work life This book will directly help unemployed and mid career workers who need to find a better job quickly to keep their heads above water But it will also be of great service to those who can take some time to completely reassess where they are and where they are going In her practice as director of a career center Ghilani often hears common laments like I wish I had a job that or I always wanted to be a These statements are usually followed up with But now it's too late or I don't have the skills or It will take too long or cost too much Her response Do work that you enjoy for the remaining working years of your life even if it means going back to school or starting at the bottom of the ladder That she explains is a much better alternative to toiling unhappily while awaiting retirement Besides great advice the book also contains hands on tools for figuring out what constitutes a great job sample resumes and cover letters and a list of Web sites catering to those eager to reenter the workforce or find a better job      **The Complete Guide to Writing Effective Résumé Cover Letters** Kimberly Sarmiento,2009 The companion CD is packed with samples and worksheets to help you brainstorm and create a successful cover letter      **The Complete Book of Resumes** Karen Schaffer,2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resume and the kind of structure and language that will get an employer's immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you're starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You're just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience      *Women of*

*Color in Tech* Susanne Tedrick, 2020-03-18 Highly Commended International Business Book from the 2021 Business Book Awards Nonfiction Book Awards Silver Winner from the Nonfiction Authors Association Winner of CompTIA's 2020 Diversity Technology Leader Spotlight Award Winner of a Technology Rising Star Award from the 2020 Women of Color in STEM Conference Break through barriers to achieve a rewarding future in tech Women of Color in Tech A Blueprint for Inspiring and Mentoring the Next Generation of Technology Innovators will help you overcome the obstacles that often prevent women of color from pursuing and staying in tech careers Contrary to popular belief tech careers are diverse and fun and they go far beyond just coding This book will show you that today's tech careers are incredibly dynamic and you'll learn how your soft skills communication public speaking networking can help you succeed in tech This book will guide you through the process of cultivating strong relationships and building a network that will get you where you want to be You'll learn to identify a strong knowledgeable support network that you can rely on for guidance or mentorship This step is crucial in getting young women of color into tech careers and keeping them there Build your professional network to get the guidance you need Find a mentor who understands your goals and your struggles Overcome negativity and stay motivated through difficult times Identify and develop the soft skills that you need to get ahead in tech Read this book to help bring to life your vision of a future in tech With practical advice and inspiring stories you'll develop the right tools and the right mindset Whether you're just considering going into tech or you want to take your current career to the next level Women of Color in Tech will show you how to uncover the resources you need to succeed No-nonsense Resumes Wendy S. Enelow, Arnold G.

Boldt, 2006-01-01 A no nonsense guide to creating an effective resume covers such topics as preparing a professional resume presentation using attention grabbing keywords and using electronic resume submission tools Real-resumes for Career

Changers Anne McKinney, 2000 Writing a career change resume is the most complex of resumes to write Using actual resumes and covering letters the editor of this series shows the reader how to consider new opportunities and how to communicate past experience in a way that builds bridges to new careers **Writing a Perfect Résumé and Cover**

**Letter:** Justin Chamberlain, 2025-06-24 Writing a Perfect Resume and Cover Letter Your Toolkit to Create Your Own Professional CV to Land Your Dream JOB In today's competitive job market crafting a winning resume and cover letter has become more crucial than ever A well crafted application can be the key to unlocking exciting career opportunities and landing your dream job As the landscape of job seeking evolves it's essential to stay informed about the latest trends and strategies to stand out among the competition Here Is A Preview Of What You'll Learn Understanding the Role of a Resume and Cover Letter Identifying Your Target Audience and Customizing Your Resume Crafting an Engaging Introduction to Grab Attention Emphasizing Transferable Skills for Career Changers Incorporating Keywords and Industry Specific Terminology Formatting Tips for an Aesthetically Pleasing Resume Creating an Eye Catching Header and Professional Contact Information Organizing Your Resume Sections for Maximum Impact Optimizing Your Resume Length and Font Selection

Adding a Professional Summary or Profile Statement Showcasing Education Certifications and Training Including Relevant Projects and Freelance Work And Much much more Take action now follow the proven strategies within these pages and don't miss out on this chance to elevate your mindset to new heights Scroll Up and Grab Your Copy Today     *Writing Resumes and Cover Letters For Dummies - Australia / NZ* Amanda McCarthy, Kate Southam, 2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today's tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it's simply not a good time to be looking So how do you make yourself stand out *Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition* shows you how to catch a recruiter's attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve *Writing Resumes and Cover Letters For Dummies* gives you all the tools and tips you need to get noticed and get your dream job     **Government Job Applications & Federal Resumes** Anne McKinney, 2001 Federal resumes KSAs forms 171 and 612 and postal applications



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