

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

Yan Bai



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