

ERIC HO

SUMMARY Dynamic and performance-driven expert in client development and relationship management with 2+ years of experience in the customer service field. Well-trained in establishing immediate rapport and cultivating upcoming opportunities with clients.

EXPERIENCE **Customer Relations Executive, KM Specialist Limited**
May 2013 - Present

- Optimised conversations and transactions with over 50 clients to create meaningful and sustainable relationships
- Assisted in implementing and analysing data; involved about 5 presentations per week on survey topics regarding client satisfaction
- Increased annual membership for the main account by 20% by eagerly and passionately promoting service capacity

Customer Relations Representative, Westwood Consultants Ltd.
May 2012 - May 2013

- Handled 75+ customer service requests daily involving investigations of routine to complex service issues
- Provided information about products and services to 40+ existing customers over the phone and through face-to-face interactions
- Co-operated with 6 other internal departments to organise site visits, draft replies to corresponding emails and conduct reports
- Leveraged opportunities to cross- and up-sell the customer base to increase revenue by 20% and consolidate relationships with 30+ customers

EDUCATION **University of Hong Kong, 2009-2012**
Bachelor of Arts (Honours) in Language and Communication

Community College of City University, 2007-2009
Associate of Arts in Bilingual Communication Studies (English & French)

SKILLS Microsoft Office (Word, PowerPoint, Excel & Access)

LANGUAGES Cantonese (Native) | English (Proficient) | French (Proficient)

AVAILABILITY One month's notice
