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|  | **kary lo**  kary.lo@gmail.com**|**6120 2008 |
| profile | Service-oriented professional with 3+ years in the banking field and broad experience in financial services. Excellent problem-solving skills in financial planning and risk management. |
| Experience | **Consultant (Customer Service), Bueno Banking Group Ltd.**Apr 2012 - PresentMaintained positive relationships and continuous networking with both existing and potential clients by making 500+ phone calls per weekAssisted in designing and managing customer journey according to customer lifecycle, need and channel preferenceStructured 3 efficient callback strategies to raise productivity levels for fostering stronger customer relationsAchieved and exceeded annual sales targets of banking items which included credit cards, debits and savings that added up to a total sum of $800k**Customer Service Ambassador, JP Consulting Limited**Jun 2011 - Apr 2012Managed around 50 transactions a day including deposits, payments and cashing of cheques according to established guidelinesMaintained good rapport and relationships with walk-in customers, identified their needs and directed them to the appropriate staffIdentified cross-selling opportunities proactively and made referrals to sales staff to promote banking products and offered differentiated solutions |
| qualificationS | **City University of Hong Kong, 2008-2011**Bachelor of Business Administration (Honours) in Management Sciences **HKU SPACE Community College, 2006-2008**  Associate of Arts in Languages and Humanities - English Studies |
| languages | Cantonese (Native), English (Proficient), Mandarin (Fluent) |
| skills | Microsoft Office (Word, PowerPoint & Excel) |
| availability | One month’s notice |