

# 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 - Present

- Maintained positive relationships and continuous networking with both existing and potential clients by making 500+ phone calls per week
- Assisted in designing and managing customer journey according to customer lifecycle, need and channel preference
- Structured 3 efficient callback strategies to raise productivity levels for fostering stronger customer relations
- Achieved 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 2012

- Managed around 50 transactions a day including deposits, payments and cashing of cheques according to established guidelines
- Maintained good rapport and relationships with walk-in customers, identified their needs and directed them to the appropriate staff
- Identified 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