

JOYCE LEE

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SUMMARY

High-energy professional providing satisfactory customer services with 3+ years of experience in the field. Efficient in multiple tasks including general operations, phone inquiries and conflict resolution.

EXPERIENCE

Customer Service Representative, MagaPro Services Ltd.

Jun 2012 - Present

- Handled up to 200 customers per day in regard to their inquiries, arrivals and departures with a highly positive attitude
- Welcomed 500+ customers per day by distributing maps of the shopping mall to them while engaging in professional conversation
- Collaborated and coordinated with the housekeeping, sanitary and security units to ensure excellent customer experience and satisfaction
- Managed the computer system at reception to resolve 50+ daily customer services issues, requests and complaints

Receptionist, Ewen Learning Centre

Jun 2011 - Jun 2012

- Demonstrated excellent telephone etiquette in answering 50 phone calls per day with follow-up actions
- Greeted all guests and visitors with courtesy and guided them to the appropriate departments and personnel
- Managed the work schedules of 30 language teachers and arranged class time slots with reference to their availability bi-weekly

EDUCATION

Hong Kong Shue Yan University, 2007-2011

Bachelor of Business Administration (Honours) in Human Resource Management

SKILLS

Microsoft Office (Word, PowerPoint, Excel & Access)

LANGUAGES

Cantonese (Native) English (Proficient) Mandarin (Fluent)