

▶KAY LEUNG

kay.leung@gmail.com

6120 2006

SUMMARY

A resourceful, self-motivated and customer-focused professional with hands-on experience in providing superb customer care. Effective communication and customer retention skills. Enjoys exceeding customer expectations.

EXPERIENCE

Customer Service Officer, JL Ticketing International Ltd.

Jun 2012 - Present

- ▶ Handled 50-60 airline reservations and ticketing for premium members over the phone each day
- ▶ Assisted in managing the booking engine configuration and 5+ rate plans for monthly promotions
- ▶ Worked closely with 30+ travel consultants and overseas agencies to provide professional advice on flight/ hotel bookings

Customer Service Representative, Urban Agency Co. Limited

May 2011 - Jun 2012

- ▶ Handled 50+ phone enquiries and complaints per day, quickly assessing consumers' needs
- ▶ Provided tailor-made solutions within customer budgets and proactively followed up on all leads
- ▶ Built and maintained enduring customer relationships for 80+ accounts to boost sales and generate repeat business

EDUCATION

Hong Kong Polytechnic University, 2008-2011

Bachelor of Science (BSc) (Hons) in Hotel Management

Hong Kong Community College, 2006-2008

Higher Diploma in Service Management

COMPUTER SKILLS

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

LANGUAGES

Cantonese (Native) English (Fluent) Mandarin (Fluent) Korean (Basic)