

## EVA CHAN

**SUMMARY** Performance-oriented, strategic professional in client relationship management with 2+ years of experience in the field of high-end retail. Proven ability in leveraging business opportunities with initiatives in expanding customer base.

**AREAS OF EXPERTISE**

- Complaint Handling
- Customer Satisfaction
- Feedback Collection
- Positive Language
- Relationship Building
- Telephone Etiquette

**EXPERIENCE** **Customer Service Ambassador, RW Peterson Group**  
May 2012 - Present

- Greeted and offered frontline help to 200+ walk-in customers daily with solid product knowledge and professional sales and customer service
- Monitored and managed the store queuing system by leading and escorting guests and customers to the appropriate counter for service
- Facilitated and ensured smooth flow of traffic at store by quickly assessing customers' needs and directing them to the appropriate staff
- Maintained good rapport and enduring relationships with 100+ customers to generate repeat business and maximise sales opportunities

**ACHIEVEMENTS**

- Recognised as "Top Customer Service Rep" (out of 20 representatives in the division) in Fall 2012 and 2013
- Assisted in implementing a major culture change in customer service, improving customer satisfaction by 15% within 6 months

**EDUCATION** **Hong Kong Community College, 2010-2012**  
Higher Diploma in Service Management

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

**LANGUAGES** Cantonese (Native) | English (Proficient) | Mandarin (Proficient)

**AVAILABILITY** One month's notice