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|  | 🞂**SCARLETT LAM**scarlett.lam@gmail.com9123 2012  |

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|  | SummaryHigh-energy, service-oriented customer service coordinator with 3+ years of experience in fostering satisfactory client development and relationship management. Well-presented and strategic in cultivating business opportunities for the company.ExperienceCustomer Service Coordinator, LGY Int’l Global Ltd.Jun 2012 - Present* Maintained close ties with 100+ customers; processed and followed order placements as well as carried out general administration duties
* Handled customer enquiries including inbound and outbound calls and e-mail communications professionally, and resolved service issues in a timely manner
* Managed and enforced customer service policies and procedures at outsourced call centre, including briefing-in on membership program and promotions
* Coordinated with internal departments and outsourcing partners to prepare necessary resources to support customers

**ACHIEVEMENTS*** Contributed to an increase in the company’s membership owning premium accounts by bringing 30% of revenue growth by 2012 December
* Proposed and adopted 5 new effective call-back strategies to boost productivity levels for creating stronger bonds with customers in 2013

**QUALIFICATIONS****Hong Kong Baptist University, 2009-2012**Bachelor of Arts (Honours) in Liberal and Cultural Studies**COMPUTER SKILLS**Microsoft Office (Word, PowerPoint, Excel & Access)**Languages**Cantonese (Native)　　English (Fluent)　　Mandarin (Intermediate)　　Japanese (Basic) |