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|  | 🞂**SCARLETT LAM**  scarlett.lam@gmail.com  9123 2012 |

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|  | Summary  High-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.  Experience  Customer 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) |