

## ▶SCARLETT LAM

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9123 2012

### 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)