

Cassandra Sook Ting Leung

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EXPERIENCE

Customer Service Executive, ABC (Asia) Corporation Limited

HONG KONG – DEC 20XX – PRESENT

- Handled all inbound enquires regarding consumer loan (auto-loan, personal loan and tax loan), credit cards and other general banking products.
- Marketed and cross sold credit card, consumer loan and other general banking related business in a high volume call center.
- Assisted the front line sales force in confirming client's orders in credit card applications, loan applications and general banking transactions.

Leave of Absence

HONG KONG – MAY 20XX – NOV 20XX

- Taken care of first born child and kept current on computer skills (Advancing in Access, Excel, and PowerPoint through self-directed study).

Beautician, ABC Group International Limited (Under trade name EFG)

HONG KONG – SEP 20XX – APR 20XX

- Advised customers on beautician treatments and marketed facial packages to new customers in a high volume beauty center in World Trade Centre in Causeway Bay.
- Answering walk-in and inbound enquiries from customers regarding facial packages, laser treatments and other beautician products.
- Maintained and ensured the condition of the equipment and hygiene of the beauty center is up to standard and in compliance with the company code.

LANGUAGES AND SKILLS

- Native in Cantonese
- Proficient in Mandarin
- Fluent in English
- Proficient in Microsoft Office

EDUCATION

Certificate in Tourism Business

ABC College of Careers, Hong Kong 20XX-20XX

Hong Kong Certificate of Education Examination

ABC Institute for Further & Adult Education – Kowloon, Hong Kong 19XX-19XX

Secondary Education

ABC Secondary School, Hong Kong 19XX-19XX