

# YII SUI YING

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## **Profile:**

An organised, patient and gregarious customer service advisor who is also result oriented. Possess excellent communication and interpersonal skills. An active listener and dedicated to providing high service standards to customers by giving solutions, handling complaints and solving problems.

## **Skills and Interests:**

- Linguistics - Native Chinese Mandarin and Foochow dialect, fluent Malay and English
- Proficient in Microsoft XP, Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Enjoy playing piano
- Love running
- Enjoy making coffee
- Customer support and service, building and growing customer base
- Able to work at a fast pace once learned the skill required

## **Experience:**

2009 - Receptionist, Wong's Dental

- Scheduling appointments including booking and cancellation of appointments, follow-up patients appointments
- Check daily appointment schedule

- Move patients through appointments as scheduled
- Dealing with calls from patients as well as calling them when appropriate
- Prepare patients for dental treatment, comforting and welcoming patients
- Handling payments from patients
- Helping dental assistant in simple preparation of the treatment room
- Managing dental supplies, checking stocks

2015 – Playground assistant, Pelita Towerview SDN. BHD

- Taking care of the personal cleanliness of children
- Supervising the safety of the children
- Maintaining the hygiene of the playground including cleaning toys and equipments
- Handling cash drawer, checking stocks

October 2015 – 2018, Floor staff, Lucy in the Sky Café

- Handling cash drawer including making payments to suppliers, payments from customers
- Performing inventory monitoring and ordering
- Answering incoming calls from customers to make reservations, introducing as well as explaining the menu
- Daily cash deposit
- Processing orders from customers
- Delivering food and drinks
- Barista job: Making drinks, collecting dishes & glasses, cleaning used glasses, wiping tables, taking care of coffee machine, maintaining the hygiene of the bar

March 2018 - January 2020, Technical Support, Concentrix Malaysia

- Assisting customers with technical enquiries and issues on their Android phones through phone calls and emails in Chinese, English and Malay
- Ensuring that individual and team KPI are met by providing excellent step-by-step guidance to customers to solve any issues related to their Android phones

- Building new customer base as well as maintaining the existing ones by providing product information as well as their selling points
- Provide after sales information to users in the instances when the issue needs to be physically checked and solved by the service centre
- Assisting colleagues in Mandarin speaking calls and emails
- Doing outbound calls to survey customer's experience at service centre
- Handling complaints from customers and escalate the complaint when needed

**Education and Qualifications:**

1999 - 2004	SJK(C) Tung Hua, Primary School
2005 - 2009	SMK Tung Hua, Secondary School
2010 - 2011	Advance Tertiary College, Cambridge A-Level