

Hana Li Yu

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PROFILE SUMMARY

Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues. Keen to support a professional company in becoming a market leader through proven customer support skills.

Awarded *Customer Representative of the Month* three times. Helped reduce First Response Time by 20% within the first quarter of employment.

- Proficient in Microsoft Word, Excel, and PowerPoint
- Effective communication and interpersonal skills
- Adept in solutions-based problem solving
- Excellent organizational skills
- Fluent in Mandarin

WORK EXPERIENCE

XYZ Consultants

Brooklyn, NY

Customer Service Representative

3/2019-Present

- Manage call center's incoming calls and inquiries, roughly 50 - 60 calls per day
- Track customer data in company database
- Resolve customer issues and complaints
- Market company services and recruit new clientele

Kingsborough Community College

Brooklyn, NY

College Aid

3/2018-2/2019

- Assisted the front desk staff with administrative duties
- Updated department's flyers and promotional material
- Answered student's questions and provided support when needed

Macy's Department Store

New York, NY

Sales Associate

7/2016-2/2018

- Completed cash and credit card sales transactions on the cash register
- Restocked and sort clothing racks and tables
- Assisted customers with questions and other needs regarding store products

EDUCATION

Kingsborough Community College

Brooklyn, NY

Associate of Arts Degree in Liberal Arts

June 2021

LICENSES & CERTIFICATIONS

- *Customer Service Certification, People Services Inc., New York, NY, 7/2020*
- *Call Center Certification, The Call Center Institute, New York, NY, 1/2021*