

ADELINE WONG

Customer Support Representative

DETAILS

ADDRESS

Kuala Lumpur, Malaysia

PHONE

+60127260187

EMAIL

adelinew8700@gmail.com

SKILLS

Computer Skills (Adobe Software)

Interpersonal Communication

Rapid Learning

Highly responsible and reliable

Ability to Work Under Pressure

Ability to Multitask

Effective Time Management

EDUCATION

Diploma in Graphic Design,
Tunku Abdul Rahman University, Malaysia
(May 2019 - May 2022)

Forklift Operator Certificate
(Nov 2023 - Nov 2026)

LANGUAGES

English

Mandarin

Malay

Dialect: Hokkien

Dialect: Fu Chow

Dialect: Cantonese

PROFILE

Bilingual, hardworking and being enthusiastic about own duties. Excellent communication and interpersonal skills and the ability to interface with executives from various department and divisions.

EMPLOYMENT HISTORY

[REFERENCES UPON REQUEST]

Pallet Jack Operator, Foodstuffs

Oct 2023 - Mar 2024

New Zealand

- Meticulously adhere to labeling and documentation requirements, maintaining a high level of accuracy in record keeping for tracked merchandise.
- Consistently performed repetitive tasks with a strong emphasis on accuracy to ensure the precise organization within the warehouse.

Cashier, Ober Mountain

Nov 2022 - Mar 2023

United State

- Performed cashier duties in a high-volume retail environment, processing up to 20K USD+ transactions per shift.
- Demonstrated excellent customer service skills in a fast-paced retail environment.

Brand Ambassador, Pace Enterprise

Oct 2021 - Mar 2022

Singapore

- Increased brand awareness through successful execution of promotional campaigns and events.
- Crafted persuasive messages to engage potential consumers.
- Utilized data to create targeted marketing campaigns to generate an increase in sales.

IT Software Support, Netwise

Jun 2020 - May 2021

Malaysia

- Respond promptly to user inquiries via phone, email, or chat, providing clear and concise technical assistance.
- Conduct thorough investigations into customer accounts, checking for inaccuracies and identifying whether stemming from potential system bugs or customer-related issues.
- Demonstrated capacity for adaptability across diverse situations, underscored by a proclivity for rapid learning, particularly in instances where adeptness in acclimating to new systems or processes.