



# Gloria Wong

## PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with a proven track record of enhancing team performance and ensuring service excellence within fast-paced environments in the career life. Committed to driving continuous improvement in every endeavour.

## WORK HISTORY

**Quality Assurance Officer** 03/2023 - Current  
**Hamilton Capital Holding Limited** - London, United Kingdom

- **Team Management** - Analyzed customer feedback and complaints to identify areas for improvement on team level by regular updates to management.
- **Performance Evaluation** - Conducted monthly quality assessments on call monitoring, live chat reviews, and email and provided coaching to address performance gaps.
- **Training and Development** - Provided training for new starters on service standards, communication skills, department SOP, and Zendesk system.
- **Complaint Handling** - Handled customer complaints received by phone, emails, and live chat by cooperating with staff at multiple levels and obtaining relevant information.
- **Reporting** – Completed thorough documentation for each complaint. Compiled regular reports on quality performance for management review.

**Customer Service Executive** 03/2022 - 02/2023  
**Hamilton Capital Holding Limited** - London, United Kingdom

- **Customer Support** - Improved customer retention by being helpful, informative, and professional. Provided catered professional support for customers through various channels, including phone, email, and chat.
- **Escalation Handling** - Identified the risk level of each case and escalated complex issues to different departments for further investigation including Finance, Compliance, and Operations.
- **Process Improvement** - Provided insights and suggestions for process improvements after consolidation of customer feedback.

### Achievements

- *Top Performance in the department (Department size: 18 people)*
- *Promoted to Quality Assurance Officer after a year tenure as Customer Service Executive*

## CONTACT

- 📍 London, United Kingdom W5 2DL
- ☎ +44 7376 443 294
- ✉ gloriasinwong@gmail.com

## SKILLS

- Customer Relations
- Complaint Resolution
- Communications
- Problem Resolution
- Team Leadership
- Training Staff
- Critical Thinking
- Empathy
- Fast Learning
- Database Management
- Microsoft Office
- Zendesk
- Office Supply Management

## LANGUAGES

English

Fluent

Cantonese

Native

Mandarin

Native

## CERTIFICATIONS

Registered Hypnotherapist, Professional Board of Hypnotherapy, Inc., 12/01/19

## REFERENCES

References available upon request.

**Centre Manager** 01/2019 - 06/2021  
**Child Psychological Development Association** - Kowloon, Hong Kong

- **Class Schedule Management** - Coordinated classes for different age groups. Managed changes and adjustments to the schedule, accommodating unexpected events or modifications. Administered class schedules to enhance operational efficiency.
- **Financial Management** - Implemented cost control measures to optimise profitability. Prepared financial reports to senior management including salary payments, general expenses, and annual revenue.
- **Office & Classroom Management** - Managed supplies and equipment including maintenance, repairs, and security. Negotiated contracts and agreements for office-related services.
- **Marketing** - Conducted market research for Business Development. Worked closely with senior management on various projects including course content enhancement, price increments, and graduation ceremony.
- **Training and development** - Provided training for administrative officers and teacher assistants.
- **Customer Support** - Managed all inquiries and complaints. Provided catered professional consultation for customers.

### Achievements

- *Sales increased 42% within 12 months with good customer relations management*

**Administrative Officer** 05/2017 - 12/2018  
**Child Psychological Development Association** - Kowloon, Hong Kong

- **Customer Support** - Maintained good customer relationships with customers. Assisted customers with inquiries through calls, messages, and face-to-face talk.
- **Administrative Assistance** - Managed documentation, verified receipts, and complied expense reports.

### Achievements

- *Promoted to Centre Manager after a year tenure as Administrative Officer*

**Assistant HR & Admin Officer** 08/2016 - 12/2016  
**AsiaWorld-Expo Management Limited (Hong Kong)** - NT, Hong Kong

- **Assistance with HR functions** - Supported HR processes such as recruitment, onboarding, and employee training. Coordinated and arranged interviews.
- **Coordination and communication** - Coordinated between agencies and different departments to match talents with respective roles
- **Data Management** - Maintained and updated employee data including filing and documentation

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## EDUCATION

**BACHELOR OF SOCIAL SCIENCE (HONOURS) IN PSYCHOLOGY:** Educational Psychology, Personality & Individual Differences, 09/2014 - 07/2016  
**The Hong Kong Polytechnic University** - Hong Kong

**ASSOCIATE IN APPLIED SOCIAL SCIENCE (PSYCHOLOGY):** Educational Psychology, Personality & Individual Differences, 09/2012 - 07/2014  
**The Hong Kong Polytechnic University** - Hong Kong