



LOU CHEW YIP

Sales Support Executives

A proactive and detail-oriented **Sales Support Executives** with 5 years of experience providing essential support to sales teams to enhance performance and overall business success. Skilled in SAP system, problem solving and working in fast-paced environment.

PERSONAL DETAILS

Phone
+6014-3384972

Email
chew_yip@outlook.com

Address
Jalan Jalil Impian, 57000 Bukit Jalil,
Kuala Lumpur.

EDUCATION

2011 - 2013
Diploma in Mass Communications
TAR College

2016 - 2018
Microsoft Office Certification
Compass Mind Asia

SKILLS

HRIS System

SAP, CRM System

Microsoft Office Suite

(Excel, Word, PowerPoint)

Multitasking and Time Management

LANGUAGE

English

Bahasa Malaysia

Chinese

WORK EXPERIENCES

Techmave Service Inc.

HRBP

Jul 2022 – Aug 2024

- Serve as a key contact for employee concerns, offering guidance on HR policies, conflict resolution and performance management.
- Develop and implement HR strategies to improve employee engagement and satisfaction.

Chromelab Technologies Inc.

Bilingual Customer Service Representative

Feb 2019 – May 2022

- Provided real-time support to customer through live chat, addressing inquiries, troubleshooting issues and deliver product and service information efficiently.
- Ensure exceptional customer experiences by maintaining clear communication and problem-solving in English and Chinese.

Samsung Malaysia Electronics (SME) Sdn Bhd

Sales Support Executives

Sep 2015 – Dec 2018

- Follow up on client claims and manage event-related expenses, ensuring timely resolution and accurate tracking of financial records.
- Supported executive team in daily operations, managing calendars, travel arrangements and meeting logistics to ensuring efficient execution of leadership tasks and projects.

Scholastic Malaysia

Sales Support Executives

Oct 2013 – Aug 2015

- Update prospecting database to improve sales team performance and outreach.
- Handle administrative task such as managing sales documentation, maintaining records and work closely with sales manager.

REFERENCES

Tham Mei Yan

General Manager

+6010-9166108

Kathy Kuan

Operation Assistant

+6016-8778577