Richard Anthony Romero Ha

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Summary

Qualified Customer Service Representative with 5 years in fast-paced customer service and identifies customer need with effective solution to problems. Committed to delivering high-quality customer care for a positive satisfaction in service. Professional and calm under pressure with motivated, positive attitude.

Education

Highline Community College, Des Moines, WA, (expect graduate 2021)

- Major in Computer Information System: Studying Network security engineering.

Delia Memorial School (Glee Path), Hong Kong, 2010-2014

Canyon High School, New Braunfels, TX, 2009-2010

Mount Rainer High School, Seattle, WA, 2008-2009

Canyon Middle School, New Braunfels, TX, 2007-2008

Experience

Passenger Service Agent-Swissport (Hainan Airline) (2015/07 – present)

- Provide professional welcoming and interpersonal skill to passenger so that they are confident with the airline they chosen.
- Perform multi-tasking servicing such as systematic input command to issue boarding pass and answer and response to passenger inquires.
- Assist in machinery troubleshooting such as document printer, luggage printer, and boarding pass printers.
- Professionally access the Customer Service check-in software, eTerm, with most accurate command input.
- Assign and troubleshoot systematic errors on luggage scanner and user host ID.

Skills

- Familiar with Dreamweaver
- Microsoft Excel, Word, PowerPoint
- Bilingual communication in Cantonese, Mandarin, and Japanese
- Understanding the TCP/IP and protocol in Network communication
- Familiar with the network layers
- Technical troubleshooting
- Capable in perform subnetting and VLSM
- Familiar with Microsoft 2016 server Active Directory configurations
- Familiar with terminal and CLI configuration
- Familiar with VMware setting for virtual workstation and infrastructure
- Familiar with Linux and Microsoft operation system
- Experience in disassemble and assemble a computer and laptop