

Stephen Ka Wah Lau

Flat J, Floor 17
Charming Garden
Mong Kok
Hong Kong
06/09/1984

92330816 | titan_lkw@yahoo.com.hk

EDUCATION

London School of Commerce

United Kingdom

Nov 2009 – Nov 2011

(Not completed due to family affairs)

St. Mary's Church College

Hong Kong

Sept 2003 – June 2005

(Hong Kong A Level)

Queen's College

Hong Kong Sept 1998 – June 2003

(Hong Kong Certificate Examination)

WORK EXPERIENCE

Assistant Engineer – Wharf T & T (May 2016 – Present)

9/F, KITEC, 1 Trademart Drive, Kowloon Bay, Hong Kong - 21121121

- Provide technical support to customers on a wide range of telecommunication services.
- Analyze fault cases to find out the root cause of the raising trend of any products.
- Ensure that escalated technical problems are prioritized and follow up actions to fault cases.

Generate reports for management to review the performance for abnormal figures / data.

Customer Service Officer - PCCW (Sep 2015 – Nov 2015)

Floor 29, World Trade Centre, Wan Chai, Hong Kong Island, Hong Kong - 28397888

- Diagnose the clients' specifications and wishes and suggest suitable services.
- Organize travels from beginning to end, through booking tickets.
- Provide customer services and handle enquiries/complaints from customers.
- Answering incoming calls at call centres.

Customer Service Officer – Receivable Management Services (HK), Ltd (Apr 2015 – Jul 2015)

Suite 2701-3, 27/F, AXA Tower, Landmark East, How Ming Street, Kwun Tong - 22018866

- Perform administrative duties for the Action Team in the office.
- Assist colleagues in data processing and produce data summary
- Answering incoming calls.
- Provide general support to front line colleagues

Customer Service Officer - Hong Kong Housing Society (Nov 2013 – Jul 2014)

Floor 29, World Trade Centre, Wan Chai, Hong Kong Island, Hong Kong - 28397888

- Perform administrative duties at the management office.

- Organise in-door/out-door activities & interest classes for the residents.
- Provide customer services and handle enquiries/complaints from customers.
- Answering incoming calls at call centres.

Assistant Sales Manager – Tsun Tat Stationary Ltd. (Feb 2012 – Sep 2013)

14B, Wing Sum Industrial Building, Sam Chuk Street, San Po Kong, Kowloon - 2320 9122

- Overall Retail Management.
- Monitor sales performance and initiate necessary action to improve the performance.
- Maximize sales and contribute the growth of sales.
- Identify new business opportunities, setup and execute sales improvement initiatives.

Sales Consultant - Jade Travel Ltd. Feb 2007 - Sept 2009(quitted for study)

5 Newport Place, London WC2H 7JN - 020 7734 7726

- Advising and selling travel products and services to customers
- Providing first class customer service from enquiry to closing the sale
- Developing myself by attending regular training sessions and conferences
- Working within a team to manage the budget and achieve targets

SKILLS & LANGUAGES

Skills

Driving License 1 2

Computer Skills

Proficient in IT; includes the use of the internet for research, email, and Microsoft Office 2000-2007.

Typing speed of approximately 50wpm Chinese typing 40wpm

Languages

Chinese; Cantonese (native) & Mandarin (*fluent*) and English (*fluent*).

PERSONAL INTERESTS

- Sports; Badminton & Swimming (school badminton team member)
 - Reading
 - Listening to music (accordance - grade 5 with a distinction cert)
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REFERENCE

Receivable Management Services (HK), Ltd

Asano Wong – AVP, Talent 22018866 | Asano.Wong@iqor.com

Tsun Tat Stationary Ltd.

Leo Yip – Sales Manager. 65909002 | Leo_Tsuntat@gmail.com

Jade Travel

Julie Yau – Sales Manager. 020 7734 7726 | julie.yau@jadetravel.co.uk