

Chung, Yuk Yu, Jesse(Mr.)

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EDUCATION

Jan 2024 - Now	Centennial College Software Engineering Technician
Aug 2009 - Sep 2012	City University of Hong Kong (CityU) Bachelor of Business Administration in Management Science
Sep 2002 - Aug 2009	Chinese Y.M.C.A Secondary School Hong Kong Advanced Level Examination (2009) Hong Kong Certificate Education of Examination (2007)

WORK EXPERIENCE

Dec 2012 - June 2013	HSBC Hong Kong	Customer Care Officer
	<ul style="list-style-type: none">• Provide comprehensive and professional phone banking services to customers, working to acquire, retain and develop profitable relationships• Handle customer enquiries, perform banking transactions and resolve customer dispute/complaint cases with care and in compliance with all internal/regulatory requirements• Identify sales opportunities and proactively cross-sell banking products to potential customers	
Sept 2013 - Sept 2014	Standard Chartered Bank Hong Kong	Customer Service Ambassador
	<ul style="list-style-type: none">• Handle counter transactions and provide excellent services to customers• Cross-selling for banking products• Attention to detail and able to meet service standards	
Sept 2014 - Aug 2015	Standard Chartered Bank Hong Kong	Personal Financial Consultant
	<ul style="list-style-type: none">• Achieve the sales target by maximizing business prospects and cross selling opportunity• Maintaining close contact with mapping channels and other department• Account opening and cross sell unsecured lending products	
Aug 2015 - Nov 2017	Hang Seng Bank Limited	Relationship Manager
	<ul style="list-style-type: none">• Build and manage a portfolio of SME customers to promote trade finance, loans and other banking products• Achieve various individual sales / business targets to contribute the team performance Develop and maintain cordial customer relationship and provide quality customer services• Prepare credit proposals and monitor account performance• Conduct regular and effective credit reviews and visit customers' operational facilities to take proactive control measures to ensure credit quality	

Nov 2017 - Dec 2023
Manager

Bank of China (Hong Kong)

SME Relationship

- Build and manage a portfolio of SME customers to promote trade finance, loans and other banking products
- Achieve various individual sales / business targets to contribute the team performance Develop and maintain cordial customer relationship and provide quality customer services
- Prepare credit proposals and monitor account performance
- Conduct regular and effective credit reviews and visit customers' operational facilities to take proactive control measures to ensure credit quality

EXTRA CURRICULAR ACTIVITY

Sep 2009 – Aug 2010

14th Management Sciences Society, CityU, SU

Recreation Secretary

- Organized Orientation Camp and Inauguration Ceremony.etc with honorable guests over 150 participants in each activity

AWARDS and ACHIEVEMENTS

2014	HKSI(1)(7)(8)
2011	IIQE (1)(2)(3)(5) the Principle and Practice of Insurance
2009	Gold Medal in Basketball Of CB Cup
2007	Outstanding in Chinese History
2002	Penmanship competition Excellence

ADDITIONAL

IT Skills	Excel/VBA (with Risk scenario simulator), SPSS,Word,PPT,C#,Java,JavaScript,Python
Languages	English (Fluent), Korea (Conversational), Mandarin (Fluent), Cantonese (Native)
Others	
Hobbies	Cooking, Basketball, Guitar and travelling
Availability	One month notice
Expected Salary	(negotiable)
Reference	Upon request