

# Kevin Mok

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## **Application for Full-time Customer Service at Enagic Canada**

To whom this may concern,

I offer hands-on Tier 1/2 customer support experience handling high-volume inbound calls, de-escalating issues in plain language, and logging clear, concise case notes so handoffs don't bounce between teams. I'm accurate with data entry, meet QA/KPI targets, and work well both collaboratively and independently when queues spike. I'm comfortable with Microsoft Office (Outlook, Excel, Word) and quick with PC navigation, and I'm available for on-site work at your North York office.

I'm drawn to Enagic's long-standing leadership in water-ionization systems and its "Realizing True Health" philosophy; it's motivating to support customers who rely on Kangen Water products every day. Helping a mission-driven company with over five decades of heritage keep customers informed and reassured is exactly the kind of impactful service work I'm excited to do.

Sincerely,



**Kevin Mok**