**Stephen Mackey**

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# **Summary**

Hardworking and detail-oriented Vacation Guide and former English teacher motivated to maintain customer satisfaction and contribute to company success.

# **Skills**

* Strong organizational skills
* Energetic work attitude
* Email
* Flexible
* Attention to Detail
* Prioritization
* Communication (English or Chinese)
* Computer proficiency
* Patient
* Critical thinker
* Multi-Task Management
* Proofreading
* Telephone Skills
* Typing
* Microsoft Office

# **Experience**

## Dec 2017 - PRESENT

### **RCI, Carmel, IN***- eCommerce Specialist*

## eCommerce Specialists/Click to Chat guides came with the same responsibilities as the Vacation Guides, booking members into resorts, but had more clearances so we were more well equipped to scout out inventory and further assist the members. Similar to the vacation guides, the guides in the Click to Chat department also assisted with many problems or concerns the RCI members had, so the guides had to find solutions to maintain the members’ happiness and overall satisfaction with RCI via chat.

## July 2017 - Dec 2017

### **RCI, Carmel, IN** *- Vacation Sales and Customer Service*

## While working here, Vacation Guides were tasked to help RCI members find resorts that the members would like to travel to. This was a difficult task due to last-minute bookings, and occasional scarcity of inventory, but lead to a rewarding outcome once a vacation destination was found. The Vacation Guides were also the forefront for *any* problems or concerns the RCI members had, so the guides needed to essentially be experts in knowing where to direct the member for whichever issue they had and resolve it within that call, or how to resolve the issue with the members directly.

## Nov 2016 - July 2017

### **TaiAn Financial LLC, Carmel, IN** *- Customer Service Rep*

Responsibilities here included answering both English and Chinese Calls, answering questions on social media platforms (QQ and WeChat), and processing emails as the middleman between our parent company and the customers.

## Jun 2015 - Aug 2016

### **Lovely English, Haimen, JiangSu, China** *- English Teacher*

Worked with both children and adults, ranging from as young as 3 years old and up to 50 years old between 3 different campuses. The children’s school required constant energy and to be attention-grabbing, while the adult campus was a bit more difficult, which required helping motivate students and making sure to come across clearly to the students.

# **Education**

## Aug 2011 - May 2015

### **Indiana University, Bloomington, IN** *- East Asian Languages and Cultures - Chinese*

Have studied up to fifth year Chinese, where students are required to read articles every week and discuss them in class while also preparing around 4 presentations each semester, all in Chinese. Have also made two ten-minute presentations in Chinese to professors at Nanjing University in China. As well as perform a live translation of a presentation for a Chinese professor.