

# Name : Park Yeonwoo

- **PERSONAL INFORMATION**

- **Permanent Address** : Yong-in City, Kyeonggido, Korea
- **Current Address** : Bayan Indah, 11900, Bayan Lepas, Pulau Pinang
- **Contact No** : +6010-968-1392
- **Email ID** : [yunwoopk@hanmail.net](mailto:yunwoopk@hanmail.net) / yeonwoopark40@gmail.com
- **Nationality** : Korea
- **Birth Day** : 20<sup>th</sup>, June, 1990
- **Marital Status** : No have
- **Sex** : Male
- **Portfolio files within Github** : <https://github.com/Salmonyeonwoo/Portfolio-for-application-of-AI-Job-offers/tree/main>
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- **School Histories**

- Elementary School : Gwacheon Elementary School (1997.3 ~ 2002.6)  
Kyodong Elementary School(2002.6~2003.2)
- Middle school: Guseong middle school(2003.3 ~ 2006.2)
- High school: Bojeong High School at Yong-in city, Korea  
Feb 2009
- Takushoku college, Tokyo Japan April 2010~Mar 2016  
Major : International business
- Team leader of Korean students' meeting at Japan's university

- **Working experiences**

(i)

**Company** : Alexander&sun Duty free shop Co.,Ltd in Osaka, Japan

**Employment type** : Contract

**Duration** : Aug 2016 – Oct 2016

**Position Title :** Salesperson

**Industry Type :** Sales of retails

**Job Description :**

- To sell ceramic knives, medical stickers for feet, Horse-oil cream, spatula whose rice isn't attached.
- To give explanation of the items' characters, emphasizing the good characters
- Taking supports of group customers, like package tours or family tours, etc.
- To carry and convey, and manage some many products to be sold to customers
- To attach price tag to get price information
- To give assistance to make some customers available to pay the cash by KRW(Korea's moneys) for Korean customers, CNY(Chinese Yuan) for Chinese customers, and mainly USD(U.S.Dollars) for other foreigner customers, and to give changes to them by only JPY(Japanese Yen).
- To give advice to customers that they can get benefits whose tax amounts can be exempted to purchase items and pay moneys, if they bring their passports, by passport, and can't get benefits for that, if they can't bring.

(ii)

**Company :** Motorola solutions, Penang

**Employment type :** Contract

**Duration :** Mar, 10. 2017 ~ 11/19 2019

**Position Title :** Customer Supporter Specialist

**Industry Type :** Sales of wireless radios

**Job Description :**

- **Summary of Responsibilities:** Provided dedicated support for Korean partners and end-users of wireless radio products. Duties included managing sales and purchasing requirements, partner account administration (user IDs, passwords), technical support, and processing deal registrations.

**Key Data-Driven Achievements:**

- **Categorization and Accumulation of Technical Inquiries:** Handled and systematically categorized over 1,000 technical inquiries from partners and end-users regarding wireless radio devices over approximately two years, creating a structured database.

- **Established Foundation for an AI-based Knowledge Management System:** The accumulated data of inquiries and their resolutions formed a foundational dataset for a future AI search solution or an internal agent-facing chatbot. This asset can help reduce training time for new agents and improve overall support quality.

Ad. Contract company for working at Motorola :

- Emerio (2017.03.13~2018.03.12)
- Kelly (or CXL Solutions) (2018. 04. 16 ~ 2019.04.04)
- QuessGlobal (2019.05.20 ~ 2019.11.19)

(iii)

**Company :** Concentrix Malaysia

**Employment type :** Direct

**Duration :** Jan.13. 2020 ~ Jan.29.2020

**Industry Type :** Facebook

**Position title :** Customer Supporter Specialist

**Job Description :**

- To check advertisement status for approval/disapproval in Facebook and Instagram
- To check and share the price information whose advertisers had paid
- To escalate specialized cases to respectively differentiated teams

(iv)

**Company :** Concentrix Malaysia

**Employment type :** Direct

**Duration :** Feb.12. 2020 ~ Mar.12. 2020

**Industry Type :** Microsoft Volume Licensing Service (VLSC)

**Position title :** Customer Supporter Specialist

**Job Description :**

- To check customer's account to install programs for Windows and Microsoft through VLSC
- To change emails/accounts for admins and other employees under same company.
- To manage history of purchased licenses
- To redirect customers to reseller for non open licenses

(v)

Company : **Concentrix Malaysia**  
Employment type : **Direct**  
Duration : **May.12. 2020 ~ June.30.2024**  
Industry Type : **Roblox**  
Position title : **Customer Supporter Specialist**

**Summary of Responsibilities:** Managed a high volume of user support tickets covering account security, in-game transactions, and technical support. Core duties included account verification and recovery, managing PII compliance, processing refunds for unauthorized charges, restoring compromised accounts, and guiding users through platform policies and features.

**Key Data-Driven Achievements:**

- **Hacked Account Data Pattern Analysis:** While processing over 100 account recovery cases per month, I identified common vulnerabilities in hacked accounts (e.g., 2-Factor Authentication not enabled, ownership of specific in-game items) through data analysis.
- **Process Improvement Proposal:** Based on the identified patterns, I proposed a campaign to encourage users with specific account conditions to set up 2-Factor Authentication, contributing to a decrease in similar hacking incidents.
- **Data-Driven Decision Support:** Analyzed payment error and refund request data, created a report identifying a high error rate with a specific payment method, and shared it with the relevant department to aid in resolving the root cause.

(vi)

Company : **Daythree**  
Employment type : **Direct**  
Duration : **Sep.02. 2024 ~ Mar.31.2025**  
Position Title : **Customer Supporter Specialist**  
Industry Type : **Klook Travel Agency**

**PROFESSIONAL EXPERIENCE**

**(vi) Daythree / Klook Travel Agency**

- **Position:** Customer Support Specialist
- **Duration:** Sep 2024 - Mar 2025
- **Employment Type:** Direct

**Summary of Responsibilities:** Provided comprehensive multi-channel (call, chat, email) support for pre- and post-booking inquiries. Responsibilities included verifying booking details, processing cancellations and amendments, and managing escalations for complex cases involving refunds, merchant policies, and technical issues like promotion code errors or eSIM activation.

**Key AI-Focused Achievements:**

- **AI Chatbot-User Interaction Data Analysis:** During the initial chatbot rollout, analyzed

user inquiry types and chatbot response data to identify over 10 key patterns leading to inaccurate answers or conversation failures.

- **Problem Solving and Solution Proposal:** Based on the analysis, I categorized inquiries that the chatbot failed to resolve, such as 'specific promotional code questions' and 'complex refund policy inquiries.' By delivering these findings to the development team, I directly contributed to updating the chatbot's scenarios and improving the FAQ.
- **Contribution to Reducing Human Agent Escalation Rate:** The chatbot scenario improvements helped stabilize the 'transfer to agent' rate, which had been increasing by an average of 15% monthly for the first three months, thereby enhancing operational efficiency.

Academy foundation : **NVIDIA at Korea**

Employment type : **Participant**

Duration : **July.07. 2025 ~ Dec.31.2025**

Position Title : **N/A**

Industry Type : **AI Programming Education**

- Learning the C and Python laps, and Jupyter notebooks, etc, to print out each opportunities / projects
- Tensorflow, Keras, and others to influence some weighted values
- Gradient-descent : Weighted values due to the inclination
- To predict the values of each scores
- Epoch to have function for adjustments of weighted values
- To have binary calculations and utilize ASCII codes via objects
- To be iterated loops to make meetings of each conditions via 'if' / 'for' loops
- Utilizing the self-gradient via each mathematical function
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- **LANGUAGES**

	READING	WRITING	SPEAKING	LISTENING
JAPANESE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE
ENGLISH	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE
MANDARINE	IMPOSSIBLE	IMPOSSIBLE	A LITTLE POSSIBLE	A LITTLE POSSIBLE

- **TRAINING**

- **Fundamental communication skills by English to take supports of customers' requirements**

- **CERTIFICATES**

- TOEIC (Score 700)  
Feb 2014
- TOEIC Speaking (Score 130)  
Mar 2011
- Word processor level 3  
Mar 2002

- **OTHER SKILLS**

- **Languages** : C Language(Beginner),HTML,CSS
- **Software** : Microsoft Office Word (Advance), Excel (Advance), PowerPoint (Intermediate)

- **My PR**

- Listening to Music, studying foreigner languages and communication (English, Chinese, Japanese, etc.)
- I've overcome many troublesome cases through military lives in Korea and activities for organization committees.
- I'd worked the manager of Korean students in Japan's university, raising the power of leadership, and one of members in Japanese international friend's committees.
- I like to travel abroad so many regions. I've travelled abroad so far, Singapore, Japan, China, Western European regions, U.S.A, etc.

- **Reason for leaving past and current employment.**

- The position in duty free shop wasn't associated with my major, international business, as that position was based on salesperson
- I thought I had much enough time for myself to compile my suitable career in Motorola around 2 and half years so far. And I could've learned so many things I can deal with many solutions for various trouble cases. More than Penang anymore, I think the career in KL should be better, I believe by myself from now on, making my current career active.

- As flight status to go to many countries from Penang, the transit of flights is quite limited. So, I want to move workplace to KL from Penang as of now.
- Last salary : Around RM9,000 per month
- Expected salary : Around RM9K ~ 10K or more per month
- Available days : After July, 2025