

Sandy Lin

CONTACT

Address:

No. 180, Wanda Rd., Wanhua Dist.,
Taipei City 108, Taiwan

Phone:

86 958284776

Email:

b810521@gmail.com

Skills

Git, Ruby on rails, HTML,

CSS, Ruby, Bootstrap

Communication,

Crisis handling,

Customer relationship management

LANGUAGES

Chinese – Native

English – Fluent

Work

<https://sandylin92.github.io/sandy.github.io/>

OBJECTIVE

Apply MSc Computer Science postgraduate program

WORK EXPERIENCE

09/2015 – Now

Customer Service Professional, Underwriters Laboratories Taiwan Co., Ltd., Taiwan

Responsibilities:

- Manage fifty three product categories in domestic wire and cable industry
- Encouraged 150+ clients to register for new platform, MyUL Portal in 2019
- Determine customer needs and guide them to make decisions about product certification
- Classify customers, update and maintain customer database
- Responsible for quotations using standardised pricing tools
- Provide support for sales staff and engineers
- Resolve conflicts between internal staff and clients
- Deliver timely and precise messages to clients
- Assist customers with project management and assist local collection team to ensure accuracy of invoices to meet cash flow targets
- Build up new service knowledge to align with division business strategies

03/2015 – 09/2015

Wholesaler, Ezfly International Travel Agent Co Ltd, Taiwan

Responsibilities:

- Promoted and sold group tours and tour packages
- Achieved highest monthly sales revenue of NT\$ 1 million
- Promoted tours during travel exhibitions

EDUCATION

8/2010 – 6/2014

Bachelor of Business Administration, International Business Program, Yuan Ze University

8/2013 – 12/2013

Management, Exchange Student Program, City University of Hong Kong