

Kai Wong

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Summary

Results-driven manager seeking to leverage 5 years of leadership experience and exceptional interpersonal skills into a Customer Support Specialist role. Highly skilled in training, mentorship, and navigating sensitive customer disputes. Eager to apply strong organizational and communication abilities to a fast-paced technology environment.

Experience

Retail Store Manager

June 2019 – Present

High Street Fashion, Birmingham, UK

- Directed a team of 10 staff members, overseeing daily operations and ensuring high standards of customer service and sales performance.
- **Managed and resolved over 20 customer complaints weekly**, successfully turning around potentially negative outcomes and retaining client loyalty.
- Developed and delivered training modules for new staff, emphasizing clear communication and product knowledge transfer.

Assistant Manager

July 2017 – June 2019

Local Eatery, Birmingham, UK

- Handled all scheduling, inventory, and point-of-sale (POS) system management.
- Maintained continuous communication with vendors and suppliers to resolve delivery or product issues promptly.

Key Skills

Communication: Professional Correspondence, Negotiation, Conflict Resolution, Team Training

Management: Staff Leadership, Scheduling, Process Improvement

Systems: POS Systems, Inventory Management Software, Data Entry

Education

Higher National Diploma (HND) in Business

Birmingham Metropolitan College