

# ANDY ZHONG

8 Pettigrew Court, Markham, L3S1L8, Canada

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## PROFILE

Enthusiastic, motivated and reliable individual dedicated to providing excellent customer service with a smile. Organized, detail oriented, and experienced in properly handling daily accounts, managing inventory, training and customer inquiries. 8 years of experience in various retail settings with a proven track record of job success.

## EMPLOYMENT HISTORY

- ❖ **Customer Service & Dispatch, Innocon** ..... Oct 2021 — Present  
Richmond Hill
- Brought forth excellent customer service skills and a commitment to customer satisfaction.
  - Placed orders for customers through the phone and online, ensuring accuracy was top priority.
  - Dispatched a fleet of up to 70 drivers at a time, providing assistance to drivers in need, and ensuring deliveries arrive on time.
  - Created and maintained company spreadsheets on a daily basis, to ensure accuracy and functionality of information entered.
- ❖ **Field Expert, Enjoy Technology** ..... Sep 2020 — Apr 2021  
Woodbridge
- Consistently surpassed market sales goals.
  - Assisted coworkers with troubleshooting and inquiries.
  - Utilize excellent time management skills to ensure that orders were completed on time.
  - Educated and trained customers to troubleshoot devices when applicable to ensure customer satisfaction.
  - Maintained up-to-date knowledge of all retail promotions.
- ❖ **Mobile Manager, Best Buy Canada** ..... Oct 2016 — Sep 2020  
Toronto
- Organized and prioritized work to complete assignments in a timely, efficient manner.
  - Provided superior customer service to clients by addressing all questions and concerns.
  - Assisted with recruitment and training of new employees, while also monitoring the productivity of current employees.
  - Achieved monthly targets by creating and following monthly business plans.
  - First point of contact in person, via telephone and email for customer escalations
  - Utilized strong decision-making and problem-solving skills.
  - Monitored Action Centre on a daily basis to ensure customer complaints are dealt with on a timely manner.
  - Reported to general manager and district manager on a monthly basis.
- ❖ **Sales Representative, Koodo Authorized Dealer** ..... Oct 2011 — Jun 2015  
Scarborough

## EDUCATION

- ❖ **Seneca College** ..... Sep 2013 — Apr 2016  
*Business Administration and Financial Planning* ..... Toronto

## SKILLS

Ability to Multitask .....	Microsoft Office Suite .....
Communication Skills .....	Fast Typing Skills (70+ WPM) .....
Customer Service .....	Windows Operating System .....