Customer Service Representative Customer Service Representative Custom Service Representive Elmhurst, NY   Bilingual; Fluent in Mandarin and English   Strong passenger service skills. Proficient in the use of PHP, and Quickbooks   Proficient in the use of Microsoft Excel, Word, and PowerPoint Authorized to work in the US for any employer Work Experience Customer Service Representative Swissport International Ltd. - New York, NY January 2016 to June 2019 Handled any aspect of check-in, boarding, baggage service. Responsibilities include greeting and handling customers in a polite and friendly manner. Checked passengers passport and visa. 0 mistake and complains since start. Translated between passengers US Customs. Made announcement at the gate. Setup and close the counter. Maintained the ability to wear prescribed uniforms. Web Developer New York Festivals - New York, NY June 2010 to January 2016 Used PHP HTML and CSS to create website layouts and user interfaces Integrated data from various back   end services and databases. Gathered and refined specifications and requirements based on technical needs Worked with web designers to match visual design intent Education Master's in computer science New York University - New York, NY September 2008 to June 2010

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