BoEn Liu

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A customer service representative that focuses on customer satisfaction and education for customers on current news, regulations, and product information. Works well in both face-to-face situations and over-the-phone conversations. The goal I strive for is to convert a dissatisfied, and unruly customer to a pacified, educated, and friendly patron. That feeling of achievement is second to none.

EDUCATION

- *University of Central Florida, Orlando*
    - Digital Design Major - Web Design Track, Nicholson School of Communication and Media UCF
        - August 2019 - May 2022
        - Current GPA: 2.894
    - Information Technology Minor, College of Computer Science and Engineering
        - August 2015 - May 2022

PROFESSIONAL EXPERIENCE

- *Shoot Straight Tampa - Sales Associate / Range Safety Officer / Receiving Clerk (May 2022 - Present)*
    - Educated customers on firearms, accessories, maintenance, and general laws and regulations in order to find the customers the right firearm or item they need.
    - Worked on simple upgrades to firearms such as slings, optics, lights and lasers, and other firearm furniture.
    - Helped sight in optics and red dots when needed. Mounted and leveled scopes.
    - In the range, the focus was on customer safety first while security was second priority.
    - Helped with minor injuries such as slide bites, cuts, and small burns.
    - Cleared firearm malfunctions, all while educating the customer on how to fix or prevent malfunctions in the future.
    - Input newly received firearms (whether through mail, gunshows, or trades) into Celerant Backoffice (our inventory and backend system).
    - Am very well versed with shipping items and firearms by doing lots of outbound transfer to other FFLs.

- *UberEats - Delivery Driver (January 2021 - May 2022)*
    - Driver who loves to travel and deliver food all around Florida.
    - Very familiar with the area surrounding Orlando and Tampa.
    - Drove for 5-9 hours a day (or 10+ hour days on holidays).
    - Contacted and guaranteed customer quick and reliable delivery of meals.
    - 100% success rate on deliveries.

- *AgileSRC - Software Engineer Intern (March 2021 - May 2021)*
    - Developed front-end and backend software for a project called Odeia.
    - Worked with ReactJS in the front-end and Java in the back-end/API.

OTHER ADDITIONAL SKILLS

- Excellent communication skills.
- 90 words per minute typing.
- Lots of professional experience with Word, Powerpoint, Excel through both college and careers.
- Knows how to program with C, Java and is well versed in HTML, JavaScript, TypeScript, and ReactJS.
- Triple Checker: I have a habit of making sure my work is 100% satisfactory.