

# GRACE YU

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## PROFESSIONAL SUMMARY

Dedicated in Customer Service with more than 1 year of experience in telephone, email, and chat customer service, including sales, bank points redemption, booking hotels or flights, tech support, hardware, and software troubleshooting. Familiar with major customer service software, conflict resolution. Possess a passion for providing top-rated assistance to clients while constantly striving to honor the mission of a company.

## SKILLS

- Call center procedures
- Conflict resolution
- Problem resolution
- Researching
- Call escalation
- Complaint documentation
- Order processing
- Refunds processing
- CRM software
- Account updating

## EXPERIENCE

SEPTEMBER 2020 - OCTOBER 2021

*Customer Service Representative | Skybridge Americas | Winnipeg, Manitoba, Canada*

- Handle 80+ calls every day, with duties including providing answers of the product customers use, retrieving customer data, providing relevant product information, modifying or canceling orders for customers.
- Identified customer needs through active listening techniques and attention to detail.
- Involved in customer service for at least three accounts for different industries, like the largest footwear sales chain group in the US, Banks, game, and sweepstakes companies.
- Received an average 86% customer satisfaction rating to the end of work, 12% higher than the company average.
- Familiar with software salesforces, wikiID, MS team chat room, MS Office, etc.
- Addressed customer concerns and complaints and resolve issues promptly.

MAY 2019 - DECEMBER 2019

*Junior Application Developer | Cardinal Capital Management INC. | Winnipeg, Manitoba*

- Analysis and filter the financial data based on the requirement of clients by querying MS SQL Server.
- Optimize SQL queries and the code for populating reports and forms, which shortened the weekly average report generation time from 8 hours to 10 minutes.
- Identify risks and potential problems, debugging the problem by visual studio debug tool.
- Construct the company's webpage by using CSS, HMTL, JS.

## EDUCATION

2020

*High School Diploma: Business Information Technology*

Red River College, Winnipeg, Manitoba, Canada

- Honors & Awards - 2020.05
- Honors & Awards - 2018.12

2015

*Master of Arts: Primary Education*

Minzu University of China, Beijing, China

2012

*Bachelor of Arts: Music Pedagogy*

Minzu University of China, Beijing, China