

April Yang

[Email](#) | 888-888-8888

Highly committed to integrity and consistency in job environment. Positive attitude and strong learning ability making me efficiently supporting the team.

Work Experience

2018 Apr - Present | Customer Support Agent | Blueprint Technologies | Bellevue | WA

- Handles the users' incoming account tickets in the queues.
- Identify ownership of the game account by using the tools to verify users' information and account activities.
- Solve users' account problems, remove hijackers from accounts, and send response with customized and friendly messages.
- Give account security recommendations to users who have concerns about account security issues.

2014 Sep - Present | Customer Service Representative | East West Bank | Seattle | WA

- Accurately and efficiently conducting multiple job duties daily while highly committed to integrity and consistency.
- Transited in teller and banker positions to help customer needs and solve their banking problems.
- Identified and be aware of fraud transactions by working with risk department, analyzed and report any suspicious activities with various transactions to protect the bank and customers from scam
- A goal achiever by organizing, prioritizing, and multitasking in order to meet deadlines and sales goals.

Education and Certificate

Bellevue University | Web Development | Bachelor Degree | Student (2022-2024)

Bellevue College | Marketing Management | Associate in Arts Degree | June 2011

YWCA BankWork\$ | Marketing Management | Teller Training Certificate | March 2014

Skills

HTML | CSS | JavaScript | Bootstrap5 | Nodejs | Express | Git | MongoDB | TypeScript | RES
TFul | DevOps | Angular