Jinny Mao

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**Professional Experience**

**Wilhelmsen Ships Service**

**Customer Services Department Ship Agency Coordinator 2014.04-2018.06**

Manage the Japanese customer’s requirements as per Service Agreement and to monitor customer’s needs,follow up port calls and provide support to customers.

Main Responsibilities:

1. Ensure all enquires and appointments are handled without delay and assign to local operation office.
2. Monitor the execution of the port call and work closely with operations to ensure that we meet the customers’ expectations.
3. Ensure proper DA(disbursement account) handling, includes correct data input, monitoring, verification and processing.
4. Provide ships agency support and advice for customers and figure out solutions for the customer’s claims with local operation office
5. Gather required information to help investigation and resolution in Final DA settlement disputes.
6. Provide regular feedback about service quality and commercial issues offered by customers to Sales so fulfilling the requirement of service improvement
7. Make business reports through analysis against customer specific information from daily work with sales to find out the potential port we may able to provide service to customers and get appointments from customers.

**HP Software Services Operations**

**Customer Contact Center Customer Service Executive 2013.08-2014.03**

Serve as an Asia-Pacific Customer Service Representative (Japanese-speaking). The major responsibility is to establish a bridge of communications between customers and engineers in order to satisfy the request of customers. Details are as follows.

1. Receive, arrange and collect necessary information for meeting the needs of customers.
2. Manage the case document of any customer if necessary by establishment of the file and monitoring during the solving process.
3. Collect customer feedback and report to the superior in time.

**Wuxi Sharp Electronic Component Company**

**Quality Control Department Account Executive 2011.07-2013.07**

Work mainly as a translator between Chinese and Japanese in order to build up the regular communication channel between the Japan office and domestic departments. Details are as follows:

1. Address related work referred to the clients visits including basic information and materials supporting and process assistance, follow the review and improvement.
2. In charge most of the Japanese-Chinese translation work among colleagues ,customers on both oral and written situation.

**Educational Background**

2007.09-2011.06 **Yangzhou University**  Yangzhou, China

Bachelor of Japanese

**Certificates & Skills**

Language: English CET-6 Pass

Japanese-Language Proficiency level 1

Computer: Proficient in the use of MS-Office