

BYUNGWOOK (BK) JEON

Reliable, customer-focused, and clear in communication.

CONTACT INFORMATION

- Toronto, Canada
- (437) 662-0123
- skquddnr9709@gmail.com

SKILLS

Customer Service

Communication

Data Handling

LANGUAGES

Korean

Mother tongue

English

Advanced

WORK EXPERIENCES

Developer

Softin Co., Ltd. (Korea)

Feb 2023 - Oct 2023

- Collaborated with cross-functional teams to deliver accurate and reliable system updates for clients.
- Supported SAP-led conference activities in Japan by preparing and presenting data demonstrations.
- Maintained clear and organized documentation and assisted with technical inquiries.

Content Marketer

All-language Co., Ltd. (Korea)

Apr 2021 - Apr 2022

- Produced essential content for platform operations and managed overseas partnerships.
- Analyzed engagement data to support decision-making and improve service quality.
- Coordinated communication across multicultural stakeholders.

Student Advisor

Urban International High School (Canada)

Mar 2020 - Apr 2020

- Provided academic guidance and support to students and families.
- Maintained accurate documentation and communication with agencies and school partners.
- Represented the institution at events and ensured professional, customer-focused service.

Educational Consultant

Woori Education (Canada)

May 2018 - Oct 2019

- Built and maintained partnerships with ESL schools and universities.
- Advised students and clients with clear, reliable information.
- Managed documentation, marketing activities, and customer inquiries with attention to detail.

EDUCATIONS

Diploma, Computer Programming & Analysis	2024 - Expected 2027
Seneca Polytechnic	
Bachelor of Arts, English	2019 - 2021
Seoul Digital University	
Diploma, International Business	2015 - 2017
Seneca Polytechnic	

CERTIFICATIONS

PMI Project Management Ready	2025
Project Management Institute	
Certification demonstrating foundational project management knowledge and professional discipline.	
IT Development Bootcamp (900 hours)	2022 - 2023
IT Academy	
Completed intensive hands-on training focused on technical problem-solving and structured workflow practices.	

CORE COMPETENCIES

Soft Skills

- Customer Service
- Communication
- Attention to Detail
- Documentation

Technical Skills

- JavaScript
- SQL (Oracle/MySQL)
- Microsoft Excel
- Data Handling