


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

CERTIFICATIONS

PMI Project Management Ready Project Management Institute	2025
Certification demonstrating foundational project management knowledge and professional discipline.	
IT Development Bootcamp (900 hours) IT Academy	2022 - 2023
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