

# SZUYU CHEN

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## SUMMARY

Customer Service Engineer with 1.7 years of experience in a leading cybersecurity company in Taipei.  
Customer Relationship Specialist with 3 years of experience in a real estate company in Osaka.

## WORK EXPERIENCE

**Trend Micro Inc** | *Customer Service Engineer*

*Taipei, Taiwan* | **04.2020 - 10.2021**

- Identified customer-facing technical issues on the knowledge management website. Analyzed data and proposed optimization strategies to improve user experience.
- Collaborated closely with the Japan team to ensure accurate and timely content on the knowledge management website.
- Achieved customer satisfaction rating of 4 by simplifying knowledge management website content.

**Funworld Co, Ltd** | *Customer Relationship Specialist*

*Osaka, Japan* | **09.2016 - 12.2019**

- Provided assistance to customers' inquiries and feedback via phone, online messaging and email.
- Perform translation of website content from Japanese to English and Chinese.
- Created clear instructions, including customized room floor and access information, which reduced inquiries by 20% and established procedures for addressing client dissatisfaction. Initiative led to higher satisfaction on client surveys.

## SKILLS

### Languages

Chinese (Native)  
Mandarin (Intermediate)  
English (IELTS 6, TOEIC 835)  
Japanese (N1)

### Technologies and Tools

Microsoft Word, Excel  
PowerPoint  
Google Sheets, Docs  
Google Analytics  
Trello, Outlook

### Technical Skills

HTML  
CSS  
JavaScript  
Bootstrap  
Git

### Design Tools

Adobe Illustrator  
Canva  
GIMP

## EDUCATION

**Newcastle University** | *Master of Science in International Marketing*

*United Kingdom* | **2013 - 2015**

**Chinese Culture University** | *Bachelor of Arts in Japanese Language and Literature*

*Taiwan* | **2008 - 2012**

## ADDITIONAL EDUCATION

**ALPHA Camp**

*Taiwan* | **2021 (6 months)**

**ARC Academy**

*Japan* | **2016 (6 months)**

**Human Academy**

*Japan* | **2015 (3 months)**

**J International School**

*Japan* | **2015 (3 months)**

**English Language Centre**

*United Kingdom* | **2012 (6 months)**

## EXTRACURRICULAR ACTIVITIES AND AWARDS

**English Host for Regional Technical Support Team Campaign**, 2020, Taipei

- Collaborated with 2 executive members from Japan and Philippines in coordinating an online campaign for 3 departments.

**Employee of the 2nd Quarter**, 2021, Taipei

- Enhanced customer satisfaction ratings by refining contents and incorporating GIFs and video tutorials into technical support platforms.