

Chong Chin Chee (Darren)

Full-stack Web Developer

Personal Details

Chong Chin Chee (Darren)

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DOB : 13 October 1990

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I am enthusiastic, eager to learn, and extremely hard working.

Experience

Working Holiday at New Zealand

Dec 2016 – Oct 2017

For the past 9 months, I have participated in working holiday at New Zealand. While travelling, I worked as potato grader, carrot grader, apple packer and hoki fish filleter at different town of New Zealand in order to have sufficient travel fund. I have make a lot of new friends from other country such as Czech Republic, Chile, United Kingdom, Hong Kong, Thailand and Taiwan. It is an adventurous and memorable journey that had a huge impact on my life.

Reservation agent of Client Relationship Centre (CRC)

Feb 2016 – Nov 2016

Hotelbeds Ptd. Ltd.

Responsibilities:

- Mainly assist clients from Singapore market under Bedsonline.
- Reply to enquiries received via emails and telephone calls.
- Assist client on hotel booking amendment, booking cancellation and communicate with the hotel to ensure customer smooth check in.
- Assist client to get more information from the services provider such as hotel and supplier.
- Provide satisfying suggestion to client to solve problems.
- Handles clients complain on the services provider.
- Handles on the spot bookout
- Perform after office hours emergency duty (until Jun 2016).
- Assisting last minute booking from clients.
- Ensure that reservations with special service requests / arrangement is communicate to the hotel.
- Handles adhoc duties/reports assigned by the superiors.
- Assist with issues guest encountered with airport transfer (Driver was absence, driver was late)
- Assist with special arrangement on the airport transfer (Eg. Wheelchair client).
- Process reservation when website was under maintenance.
- Process payment for client when payment gateway/system was under maintenance.
- Monitor on the systems hiccups and raise the concern to the appropriate department for immediate action.

Achievements:

- Able to provide satisfying assistant and customer services to client when they facing difficulty without managerial supervision.
- Proficient in the use of company system (ATLAS, Salesforce).

Assistant Manager of Sales & Marketing Department**Dec 2014 – Dec 2015**

ST Nivel Tour Sdn Bhd

Responsibilities:

- Design and customize different types of tour package for customer based on their special preferences.
- Approach and deal with different types of customers selling tour packages such as school educational tour, company incentive tour, family-bonding tour, and special design tour.
- Request quotation for hotel room rate, transportation fees (van, vehicle rental, and bus), attraction places and other travel partners.
- Handling air ticket reservation, hotel room reservation, ticket reservation, transportation reservation, and travel insurance purchasing.

Achievements:

- From March – November have successfully closed 67cases, total of 2850paxs.
- Able to generate tour package quotation for different kinds of package without managerial supervision.
- Able to provide satisfying suggestions and services to customer when they facing doubt regarding tour arrangement.

Senior Tour Leader & Trainer**Apr 2011 – Dec 2015**

ST Nivel Tour Sdn Bhd

Responsibilities:

- Conduct tour leading throughout whole Malaysia including Sabah, Sarawak.
- Manage and coordinate with different parties such as customers, driver, assistant tour leader, hotel staff and other parties that involve in tour leading in order for a high standard tour.
- Guide, train and supervise new tour leader, junior tour leader and assistant tour leader.
- Decision maker for emergency and unexpected event happen during tour.

Achievements:

- Able to conduct, manage, lead, and control minimum 4 buses of a 3 days 2 nights Tour without managerial supervision.
- Enhanced communication, interpersonal and teamwork skills.
- Trained more than 25 new tour leaders to be a Senior Tour Leader.

Education**Full-stack Web Development****Nov 2017 – Jan 2018**

NEXT Academy

Learned:

- Essentials web design workflow and best practices.
- Build real world functioning web application particularly using Ruby on Rails framework (backend) and styling (frontend) with HTML, CSS & Javascript.

BACHELOR OF BUSINESS ADMINISTRATION (HONS)**Jan 2011 – Dec 2014**

University Tunku Abdul Rahman, Kampar Campus

Area of Studies: Business Administration

Foundation of Arts**May 2008 – Dec 2009**

University Tunku Abdul Rahman, Kampar Campus

Skill Summary

Coding Skills

- Ruby on Rails
- HTML5, CSS3, Javascript, JQuery
- SQL database, Postgresql database
- Git
- Bootstrap

Communication Skills

- Fluent in English, Mandarin, Cantonese and Malay.
- MUET band 3 proficient use of English in verbal and written communication

Customer Relationship Management

- Exercised excellent interpersonal skills during sales activities and after sales activities.

Time Management

- Ability to multi-task, work successfully under pressure and effectively manage time and workload with discretion regarding personal and industry-related matters

Adaptability

- Fast learner, with the ability to follow instructions
- Excellent teamwork and flexibility in adapting to new team dynamics
- Ability to take on leadership roles demonstrated through involvement in Tour leading and event organizing during university period.
- Ability to adapt with new system and different standard of procedure.

Computer Skills

- Proficient in the use of Microsoft Office Suite such as Microsoft Excel, Microsoft Word, Microsoft PowerPoint, and outlook to analyse and present information in a variety of formats including written and graphical forms in order to have a better understanding of the information.

Referees

Mr. David Soh

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Ms. Celine Cheng Poh Swan

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