

CHOW SI YI

ADAPTABLE, VERSATILE, GREAT COMMUNICATOR.
SPECIALIZED IN ECONOMICS & MANAGEMENT AND AN
INDEPENDENT TEAM PLAYER

CONTACT

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EDUCATION —

University of London – LSE

2018- Present

- BSc (Hons) in Economics and Management
- Specialized in Microeconomics, Core Management Concepts and Innovation of E-Business

Jurong Junior College

2015-2017

- GCE “A” LEVEL in Mathematics (H2), Physics (H2), Chemistry (H2), General Paper (H1) & Literature (H1)

EXPERIENCE

SEPTEMBER 2019 - MARCH 2020

EVENT COORDINATOR • RE&S Enterprises Ptd Ltd •

- Gathered feedback from customers regarding newly launched open dining concept
- Provided customer service for any queries regarding usage of e-kiosks

APRIL 2018- FEBRUARY 2020

RETAIL ASSISTANT • ROGER DUBUIS •

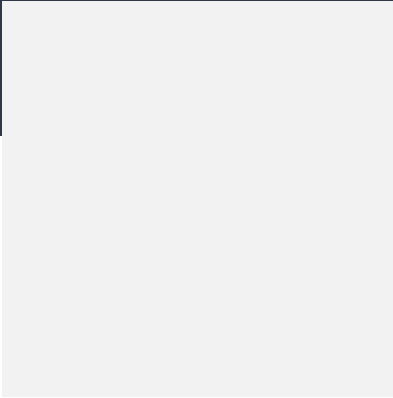
- Assist sales associates in serving clients
- Engage with clients to find out about their interests for us to recommend suitable products to them
- Provided customer service for any queries
- Assigned ad-hoc tasks like stock taking, administrative matters

SEPTEMBER 2020 - JANUARY 2021

BRAND AMBASSADOR AND CUSTOMER SUCCESS INTERN •

ROBOTO CODING ACADEMY •

- Champion the Academy's Brand guidelines and Customer Service Blueprint as the first touch point of the Academy.
- Be the central node of the HQ backend support team and perform occasional front end customer service duties.
- Provide professional, prompt, and friendly support to customers and staff over the phone and text messages for matters such as: attendance, billing, technical, curriculum or other enquiries.
- Use cloud-based Customer Relationship Management (CRM) tools such as HubSpot to manage internal and external support requests from customers and staff
- Maintain frontage of Learning Centre in terms of presentation, cleanliness, and hygiene as per Academy's Brand Guidelines

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- Manage schedule for make-up classes
 - Assist in operations such as printing, and equipment checks
 - Engage clients through communication channels such as texting with regular updates of activities and promotional events

CO-CURRICULAR ACTIVITIES

FEBRUARY 2020 - PRESENT
PRIVATE TUTOR

DECEMBER 2017 - MARCH 2019
FACILITATOR • H-TEAM ROVING EXHIBITION •

- Facilitate the H-Team Roving Exhibition at pre-schools under the ambit of Health Promotion Board
- Educate kids on the importance of healthy living habits including emotional, dietary, oral health, eye care, and physical exercise

AUGUST 2018 - DECEMBER 2018
2IC • SIM-UOL STUDENT REPRESENTATIVE COUNCIL •
BEACH BONANZA COMMITTEE

- Microsoft Word,
- PowerPoint
- Excel
- Time management
- Organization
- Leadership
- Strong linguistic skills (English and Mandarin)
- Writing
- CRM Tools (i.e HubSpot, Xero and Monday)
- Customer Service
- Basic input data

- Headed the committee alongside the OIC to oversee the entire Beach Bonanza 2018
- Ensure that the sub-committees were meeting deadlines
- Sourced for sponsors and worked closely with them
- Planned the program games
- Budget planning
- Marketing
- Backend administrative matters

2016 - 2017
NETBALL • JURONG JUNIOR COLLEGE

- Member of the school Netball Team
- Responsible for logistics and maintenance of the sports supplies

2015 - 2016
STUDENT COUNCIL • JURONG JUNIOR COLLEGE

- Member of the Resource Committee
- Responsible for the logistics supply for school events
- Headed 2016 Freshman Orientation Project

2011 - 2014
NATIONAL POLICE CADET CORPS • FUHUA SECONDARY
SCHOOL

- Appointed the pinnacle rank of Station Inspector in 2014
- Head of Administrative Department
- Vice-Captain of the Girls Campcraft Team

