Jin Weiqiang

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# EDUCATION

Troy University Troy,AL

Bachelor of Science in Finance May 2010 – July 2013

Beijing US College of ENglish Beijing, China

Associate of Science in Foreign Trade September 2003 – July 2006

# EXPERIENCE

LingCheng Lantern Group Zigong, China

International Market Manager July 22 – Feb 23

* Conduct market research and analysis according to the company’s business goals and project development needs
* Responsible for sales, promotion, and international business system operation of the company’s lantern and dinosaur landscape products
* Develop new clients, expand overseas markets by participating in exhibitions,online platforms, and other means, and collect client information
* Plan project development work plans, set clear milestones, take effective measures, coordinate or seek support to coordinate relevant resources, and actively promote market development work

Booking.com Shanghai, China

Customer Service Specialist Apr 18 - May 22

* Timely respond to customer inquires and questions through channels such as phone, email, instant messaging, etc., and assist customers in resolving issues
* Handle customer complaints and take measures to solve problems to safeguard customer interests
* Coordinate with various departments within the company to solve customer issues and imporve customer satisfaction
* Record customer issues and feedback, organize customer needs and provide suggestions for improvement
* Work to meet team key performance indicators and queue management guidelines

800 Teleservices(shanghai)information Service Co., Ltd. Kunshan/Shanghai, China

Hyatt Reservations Sales Dec 14 – Jan 17

* Processing all reservation requests, changes and cancellations received by phone, email, or instant messaging
* Identifying guest reservation needs, determine apporiate room type, and verify availability of room type and rate
* Explaining guarantee, special rate, and cancellation policies to callers and accommodating and document special requests
* Answering questions about property facilities/services and room accommodations
* Communicating information regarding designated VIP reservations
* Responding to all challenges found for accommodating rooming requests by communicating with appropriate individual or department

# ADDITIONAL INFORMATION

Language: Mandarin (native), English (business), Spanish (basic)

IT Skills: MS Office (Excel,PowerPoint)