

JESSICA CHENG



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PROFILE

I am a trilingual with a background in customer service and current experience in the banking sector. Seeking to transition my skills into a new career path within the information technology industry. Committed to leveraging my interpersonal and problem-solving abilities in a dynamic and challenging IT role.

SKILLS

- Interpersonal communication skill with a focus on team building and customer service
- Excellent Microsoft Office skills with an emphasis on Outlook, Word and Excel
- Proficiency in Canva for the purpose of creating social media graphics

EDUCATION

University of Toronto | *Bachelor of Cognitive Science*

Toronto, ON | **09.2018 – 06.2022**

- Minor in Psychology & Contemporary Asian Studies

WORK EXPERIENCE

Royal Bank of Canada | *Credit Card Advisor*

Toronto, ON | **10.2023 – 01.2024**

- Proactively engage with 30+ RBC clients a day through various communication channels to deliver an outstanding customer service experience
- Helping clients for credit card related needs, by responding empathetically to a variety of questions and resolving their concerns at the first point of contact
- Educate and assist clients with using RBC digital capabilities to shorten 2+ hours waiting time

Nordstrom | *Retail Salesperson*

Toronto, ON | **10.2022 – 04.2023**

- Achieved a **TOP 3** performer in the Handbags Department by delivering solid products knowledge and styling advice
- Made cross-selling and upselling **exceed daily sales targets by 20%** with excellent customer service to customers of various cultural backgrounds
- Devoted to the team and department sales targets while cultivating strong customer relationships
- Used social media as a marketing tool to reach out customers and promote targeted branding events

EXTRA-CURRICULAR ACTIVITIES

UTChinese Network | *Social media marketer*

Toronto, ON | **10.2022 – PRESENT**

- Brainstormed ideas on marketing strategies in weekly executive meetings
- Wrote promotional articles in Chinese and English
- Enhanced the UTChinese official page with **1500+ views** on social media platforms within a day

LANGUAGES

• English

• Cantonese

• Mandarin

REFERENCES

Suzanne Bourgeau from **Nordstrom**

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