

Chun Yip Wong

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Technical Skills

- Python
- Javascript
- MongoDB
- Express
- React
- Node.js
- WebSocket
- Firebase
- HTML, CSS

Education & Certification

Computer Systems Technology Diploma | GPA: 95% Sep 2021 - Present

British Columbia Institute of Technology

Bachelor of Commerce (Honors) Sep 2011 - May 2015

University of Manitoba, Asper School of Business

Double Major - Finance & Management Information System

Work Experience

Member Service Executive

HKT Teleservices, Hong Kong

June 2019 – Oct 2019

- Handled ticketing and reservation requests from program members
- Enhanced brand loyalty by delivering professional customer service to clients
- Assisted members with vacation planning based on information provided

Counter Service Officer

Hang Seng Bank, Hong Kong

November 2018 – May 2019

- Responded to customers' inquiries and processed their cash transactions
- Ensured high level of customer satisfaction by providing friendly services
- Adhered to operational procedures and policies to manage financial crime risk
- Promoted and explained different bank services and products to potential customers

Waiter

Ye's Buffet, Winnipeg

December 2017 – June 2018

- Communicated with customers effectively to get their orders and solved their problems
- Cooperated with other staff to handle the fast-paced work environment

Cantonese Interpreter

CanTalk, Winnipeg

January 2016 – February 2017

- Provided precise over the phone interpretation service to company's clients
- Ensured smooth delivery of translation service by maintaining a high level of concentration
- Researched new professional terminology to further improve service quality