



Chan Chun Kin, Dixon

Digital Customer Support Specialist

CONTACT



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Phone

+1 437-848-0913

EDUCATION

2023-Present

**Ontario College Diploma
in Software Engineering**

Centennial College

2014-2019

**Bachelor of Social Science (Honours)
in Sociology**

Hong Kong Shue Yan University

SKILLS

Adobe Illustrator

Adobe Illustrator

Microsoft Office Suite

Technical Support

Search Engine Optimization (SEO)

Website Building

LANGUAGES PROFICIENCY

English: Fluent

Chinese: Native in Cantonese,
Fluent in Mandarin

PROFILE

Dynamic and detail-oriented professional with a diverse skill set encompassing digital customer support, content creation, administrative assistance, and entry-level digital marketing. Proven ability to manage over 200 customer inquiries daily as a representative for a leading global tech company in a digital environment, maintaining a customer satisfaction and resolution rate of over 90%. With strong research and analytical abilities, I excel at problem-solving in fast-paced digital environments. I leverage these skills to craft compelling content and drive data-centric digital marketing efforts. Additionally, I have a knack for building and nurturing strong customer relationships online.

Jun 2022 - Present

TDCX

DIGITAL CUSTOMER SUPPORT SPECIALIST

- Manage upwards of 200 customer inquiries daily via a digital service-based help desk platform
- Troubleshoot a wide variety of technical issues
- Prioritize quick understanding of each customer's unique needs, aiming to deliver solutions
- Consistently maintain a customer satisfaction and resolution rate of over 90%, demonstrating a strong commitment to quality customer service
- Collaborate with marketing and administrative teams to compile customer data, contributing to targeted outreach and improved service quality

Oct 2020 - Mar 2022

Hill & Heal, Funmax Entertainment Limited

MARKETING & OPERATION ASSISTANT

- Led the design and production of visual content and promotional materials to enhance brand visibility
- Utilized social media platforms to engage with consumers and elevate the company's online presence
- Created compelling online content across various social media platforms, implementing a cohesive brand image
- Performed daily administrative and clerical tasks with meticulous attention to detail to ensure seamless office operations

MIUSEE BEAUTY, Funmax Entertainment Limited

MARKETING ASSISTANT

- Collaborated closely with the Digital Marketing Team to plan and execute initiatives, with a particular focus on Influencer Marketing and targeting the men's market
- Composed and disseminated various forms of content, such as media pitches, founder's profiles, and press releases, to support the company's public relations strategies

May 2019 - May 2020

ComOne Int'l Logistics Co.,Ltd

LOGISTICS ASSISTANT

- Managed comprehensive inbound and outbound documentation, ensuring accuracy and compliance with regulatory standards
- Acted as a key liaison between internal and external stakeholders, coordinating logistics operations to enhance efficiency and meet project deadlines