

TONY KO

707-45 Silver Springs Blvd · Toronto, ON, M1V1R2 · (647) 300-9787 · htko89@gmail.com

QUALIFICATIONS SUMMARY

An experienced **Customer Service Representative** with demonstrated strengths in Client relations and problem-solving is pursuing a challenging career in your company.

- Talent for identifying customer needs and presenting appropriate company product and service offerings.
 - Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
 - Fluent in English and Cantonese. Awareness of Asian and Western culture.
 - Proficient with Microsoft Office System (including Microsoft Word, Excel, PowerPoint, Access, and Outlook), Point of Sale systems.
 - Personal interest and experience in AutoCAD, Photoshop, Illustrator, Python, Visual Basic, networking and development in various Phone and Desktop OS and Hardware.
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PROFESSIONAL EXPERIENCE

CHANCE HIT DEVELOPMENT CO. – Toronto, ON

09-2008 – Present

12C-63 Silver Star Blvd

Intern – Interior Design & Client Relations

Served as Intern for an Interior Design company that specializes in remodeling residential and commercial properties

- Received outstanding positive comments from team members as well as exceptional feedback from senior management.
- As an Intern, drafted floor plans in accordance to concepts of Interior Designer, made selections for materials, lighting and furniture to comply with building codes and presented these concepts to Interior Designer for approval.
- Collaborated with the Interior Designer to present overall concept and interior design package to client.
- Assisted with client relations and construction process with the observance of Interior Designer.

T&T SUPERMARKET – Markham, ON

02-2009 – 09-2009

7070 Warden Avenue

Customer Service – Bakery

Served as Customer Service for the bakery department of a major supermarket company specializing in oriental food and home products

- Investigated and resolved customer concerns in collaboration with respective department and other departments of the company. Problem solving skills are constantly used in order to manage customer needs
- Increased employee knowledge by assisting with implementation of product-

HEI TONY KO

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awareness program.

- Processed customized orders of products, bakery inventory and shipment according to company policy.

DEKAO INC. – Toronto, ON

06-2006 – 09-2008

1800 Sheppard Ave E

Sales Associate – Retail

Served as Customer Service for an oriental arts and crafts company specializing in antiques.

- Studied outside of work responsibilities the in depth history and culture of products.
- Offered such information and value of products to potential customers.
- Handled cashier duties

CHANCE HIT DEVELOPMENT CO. – Toronto, ON

09-2005 – 09-2008

7070 Warden Avenue

Information Tech / Networking – Trades

Home network installation and planning for an Interior Design company

- Collected information on networking cost and labour to reduce company costs.
- Worked with construction contractor team and interior designer in order to develop custom cable routing plans.
- Installed and verified all connections to ensure network was working according to specifications.
- Develop interpersonal skills by improving customer satisfaction ratings through suggestion, development and implementation of new procedures.

ACTIVITIES

- IIDEX 2009 Student Charrette competition representing Georgian College.
- Created and maintained CMS websites for various companies.

REFERENCE

- Available upon request.