

# JOE FONG

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## PROFESSIONAL PROFILE

A customer service professional with +5 years of experience in the field. Strong written and verbal communication skills in English and Chinese.

## EDUCATION

<b>BACHELOR OF ARTS - HEALTH SCIENCES</b>	Simon Fraser University	2016
<b>BACHELOR OF TECHNOLOGY - COMPUTER SCIENCE</b>	BCIT	2018 - Present

## PROFESSIONAL EXPERIENCE

<b>INTACT INSURANCE</b>	11/2016 to 12/2017
<u>Claims Adjuster</u>	Vancouver, BC

- Actively handled +300 customer files while providing elite customer service to each client.
- Investigated over 1200 claims in a span of 1 year.
- Negotiated claim settlements of +\$100,000, ranging from auto, property, to bodily injury.
- Made and received +10 outbound and inbound calls daily from customers, organizations, and other insurance companies.

<b>POSABILITIES</b>	06/2016 to present
<u>Donation Service Representative</u>	Burnaby, BC

- Contributed to a +75% increase in donations over 3 months for the Clothing Donation Program.
- Advised and implemented donation bins in 5 new locations which received +1000 lbs. of donations per week.
- Collect +800 lbs. of donations across the Lower Mainland in 5 hours per day.
- Provided a communication link between the donation community and management.
- Work with employees with developmental disabilities as a part of organization's mission statement.

<b>CANADIAN DIABETES ASSOCIATION</b>	01/2015 to 07/2015
<u>Donation Agent</u>	Surrey, BC

- Contributed to an increase in donations by over 40% in a span of 6 months for the Clothesline program at the CDA.
- Saved work space by over 50% by implementing a new stacking procedure.
- Weigh, date, and log over 3000lbs of donations on a weekly basis.
- Provided customer service to all person(s) donating, providing additional information on donation procedures.

<b>SWISSPORT</b>	07/2013 to 09/2014
<u>Team Leader</u>	Richmond, BC

- Completed 8+ aircraft turnarounds daily within a tight time limit of 30 minutes.
- Managed a crew of 4 team members, delegating responsibilities to ensure work goals are met up to company standards.
- Received an average of +95% on performance reviews.