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Mingtao Zhang

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| Objective |  | Customer-focused and courteous Customer Service Supervisor has excellent interpersonal communication skills and the ability to lead customer service staff. Has exceptional telephone skills and the ability to be the main contact person for staff and customers. Possesses more than eleven years of Customer Service Supervisor experience and a high school diploma. |
| Skills & Abilities |  | **Eye for detail**   * Able to detect possible fraudulent activities and potential technical issue.   **Organisational skills and Flexibility**   * Capable of dealing with heavy workload and meet tight deadline while maintaining quality and providing support to supervisory and management team in terms of improving work efficiency based on the hands-on experience on job. * Flexible working approach and able to prioritise work and keep work organised in the fast pace working environment.   **Coaching and developing staffs**   * Excellent understanding of knowledge about the policies and procedures in Asian CS and FRM, and technical knowledge regarding the prevention and detection of technical issues and fraudulent activities. * Plenty of experience in coaching and developing team leader, advisors or specialists and new staffs to equip them well with knowledge necessary to produce high standard of works.   **Leadership and staff management**   * Planning and coordinating daily activities to drive business of McDonald’s restaurant and maintaining merchandising disciplines, and leading staffs in overcoming unforeseen circumstances in the restaurant. * Able to assist colleagues with queries and explain new procedures to other members clearly and completely, and support team members in dealing with unpredicted problems or events.   **Team working skills**   * Collaboration between team members to ensure that designated works are completed on time effectively and efficiently.   **Communication/Presentation skills**   * Able to communicate effectively at all levels with both customers and colleagues. * Good communication and presentation skills developed in coaching and developing team members.   **Innovative**   * Introduced new ideas to improve performance – design/create multiple tools to improve whole department’s efficiency. |
| Experience |  | Asian customer Account supervisor, bet365 Jan 2017 to current  Support the continued growth of bet365 through the management and development of Team Leaders and Advisors in the delivery of exceptional customer service. Asian Customer account Team leader, bet365 Jan 2014 to Jan 2017   * Manage the day-to-day planning, operation and problem solving. Take control of crisis situation and/or difficult customers by being proactive and taking ownership. * Be the first point of contact regarding escalated issues; ensure advisors deliver high quality service set out internally and by the Gambling Commission. * Monitor the advisor team using effective management tools; timely report progress to the supervisor team; ensure reporting deadlines are met. * Liaise with various internal departments to ensure effective communication and ongoing development of the Asian department. * Lead and coach a medium size team of advisors; agree goals and objectives; discuss development activities and arrange training; offer timely and constructive feedback. * Manage the day-to-day planning, operation and problem solving. Take control of crisis situation and/or difficult customers by being proactive and taking ownership. Lead and coach a medium size team of advisors; agree goals and objectives; discuss development activities and arrange training; offer timely and constructive feedback.  Fraud analysis specialist, bet365 May 2012 to Jan 2014   * Responsible for detecting possible fraudulent activities by analysing information such as deposit, betting, and gaming patterns, as well as the changes in the customer accounts. * Dealing with possible compromised accounts and accounts with suspicion of Money Laundering activities * Providing assistance and support to advisors or specialists in dealing with customer accounts and fraudulent issues. * Coaching and developing new staffs. * Responsible for reporting all issues to Supervisor or TL, helping planning daily activities, support team member in dealing with problems and unforeseen events while TL and Supervisor is not around.   Excellent understanding of technical knowledge regarding the prevention and detection of fraudulent activities; built-up a kind of bridge with other team members; providing support to supervisory and management team based on the hands-on job experience. Asian customer service advisor, bet365 Mar 2010 to May 2012   * Responsible for dealing with all customer queries via live chat, emails, phone calls, and Web messages. * New account and payment verification. * Coaching and developing new staffs. * Explaining working procedures and queries to others. * Volunteer to be the first person in the team to learn the new procedures/products and later share with other team members.   Extensive understanding of knowledge about the working policies and procedures in the Asian CS; team working skills and organisational skills developed to handle heavy workload and ensuring them completed on time while maintaining quality; communication and presentation skills developed in supporting both customers and colleagues with queries as well as in coaching and developing new staffs; flexible working approach and able to deal with unforeseen circumstances occurred in daily job. |
| Education |  | University of southern queensland 2002-2004 Master Degree of Business Administration in Finance |
| Communication |  | You delivered that big presentation to rave reviews. Don’t be shy about it now! This is the place to show how well you work and play with others. |
| Leadership |  | Are you president of your fraternity, head of the condo board, or a team lead for your favorite charity? You’re a natural leader—tell it like it is! |
| References |  | [Reference Name] [Title, Company]  [Contact Information] |