

Lei Zhang

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PROFILE

Self-motivated, competitive and collaborative with excellent customer services, looking to pursue a career to be recognized as a superb Mortgage Broker by customers

- 4 years of commendable track of sales goal accolades and received wonderful customer's feedback and response which generated a lot of referrals
- Sharp interpersonal and presentation skills linked with astonishing listening discernment
- Unbeatable ability to multi-task during peak seasons and anticipate client needs through refined listening skills
- Excellent verbal and oral communication skill in English and Mandarin
- Energetic, Enthusiasm, Motivated self-starter and fast learner

PROFESSIONAL EXPERIENCE

Javisa Travel

Toronto, ON

Travel Consultant

Apr. 2014- Aug. 2016

- Interpreted in comparative analysis; comparing the products from different companies and preparing the presentations, highlighting the advantages of our products compared to others
- Developed a procedure of review all visa application related documents to minimize the refused rate
- Generated sales by building a strong network through personal referrals and aggressive marketing plans
- Earned customer loyalty by Proposing the appropriate plans to the customers after carefully analyzing
- Drove referrals with 20% increasing by establishing strong relationships with existing customers
- Secured the relationship with partners and all contact channels in order to achieve the set sales goal
- Expertise in customer service and sales with a proven track record of meeting or exceeding expectations

Master's Trust Realty Inc., Brokerage

Markham, ON

Real Estate Sales Assistant

Jul. 2012 - Nov. 2015

- Earned customer loyalty by combining legal, financial and market knowledge with good listening and analytical skills to provide honest and straightforward advice
- Assisted clients with property sales; helped to increase sales revenue for home buyer/seller by 20%
- Liaised with and maintained 100+ clients; increased recurring business by 25% through building strong relationships with clients
- Prepared detailed legal documentation (listings and sales contracts) with minimal error

OTHER ACTIVITIES

New Horizons Club, Canadian-Chinese Finance Association

Toronto, ON

Facilitator

Nov. 2013 - Present

- Successfully delivered over 10 workshops and seminars with 400 attendees, fostering networking
- Coordinated class activities for 50 students including coaching and mentoring their career development
- Increased club participants by 40% through promoting events and maintained a positive image of the group

Asian Initiative in Mental Health, Toronto Western Hospital

Toronto, ON

Community Project Assistant

Jul. 2012 - Jul. 2013

- Successfully organized mental health information workshops for 100 prospective patients
- Consoled prospective participants who suffered from mental health
- Designed promotional materials and collaborated with colleagues to reach the community

EDUCATION AND CAREER RELATED SKILLS

Bachelor of Science graduated with Honours (*Statistics and Economics*), University of Toronto

Nov. 2013

Computer skills: Advanced skills in Excel (PivotTable, VLOOKUP function), Access, Word and PowerPoint

REMIC Mortgage Agent Course

Sep. 2016