

OI WAN CHEUNG

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Portfolio: <https://owcheung1015.github.io/portfolio/home.html>

WORKING EXPERIENCE

Lead Teller

Wells Fargo Bank, Oakland, CA

December 2018 - Present

- Partners with Service Manager in completing control tasks in a timely manner.
- Provides transaction approvals in accordance with bank's policies and procedures when needed.
- Partners with bankers to enhance, coach and motivate tellers to build a proactive relationship.
- Handles customers' inquiries and follow up if needed.
- Provides excellent customer service and recommends additional products and services to meet customers' needs.

Bank Teller

Wells Fargo Bank, Oakland, CA

April 2015 - December 2018

- Assisted customers to process their transactions within established guidelines.
- Ability to interact with customers with different ethnic backgrounds.
- Identify and make sales referrals, recommend and cross-sells different products according to the customers' needs.
- Leveraged my knowledge of trilingual to assist global customers when translated support materials were not available.
- Nominated for Leadership Excellence during STARS Recognition in 2017.

Sales Associate

UNIQLO USA, Emeryville, CA

December 2013 - April 2015

- Receive a variety of payments and process customers' returns and exchange through the cash register.
- Provided brands and products information to customers.
- Assisted management to identify and resolve store issues.
- Assisted with special projects that are assigned by management.
- Awarded for Best Employee of the Month in September 2014.

EDUCATION

San Francisco State University

August 2012 - January 2015

- B.S Business Administration concentration in Marketing

CERTIFICATION

Udemy

- Visual Design for Web Designers, UI Designers & Developers

SKILLS

- More than five years of customer service and retail sales experiences.
- Ability of working in a fast paced environment.
- Ability of learning new skills and materials during a short period of time.
- Excellent spoken and written communication skills.
- Trilingual in Cantonese, Mandarin, and English.
- Skilled in Microsoft Windows operating system and Apple Mac operating system.
- Skilled in HTML and CSS coding, and basic JavaScript.
- Skilled in Adobe Creative Cloud applications.