




KRISSIE KANG

 krissiek23@gmail.com

 17809536173

 Edmonton, AB T5T7B9

SKILLS

- Call Transfers
- Complaint Escalation
- Carrier Relations
- Chinese Speaking

EDUCATION

NorQuest College
Edmonton, AB • 04/2014

Language For New Comers

PROFESSIONAL SUMMARY

Enthusiastic and motivated individual passionate about customer service. Team player works well both independently and within team settings to achieve goals. Skilled communicator and problem solver committed to creating positive customer experiences.




WORK EXPERIENCE

Customer Service Associate

Clientservices - Customer Service Specialist
Edmonton, AB • 12/2017 - 08/2023

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Took payment information and other pertinent information such as addresses and phone numbers to place orders.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.

LANGUAGES

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|--|---|
| English | Chinese (Mandarin) |
|  |  |
| Native or Bilingual | Native or Bilingual |
| Chinese (Cantonese) | |
|  | |
| Native or Bilingual | |