

# I Wen Huang

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## SUMMARY OF QUALIFICATIONS

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- 3 years of **customer service** experience in game support
- Equipped with advanced proficiency in Microsoft Office Suite
- Motivated and **detail-oriented** with a proven track record in providing high-quality support
- Adaptable and quick to respond to dynamic and evolving work demands.

## EDUCATION

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### National Kaohsiung University of Science and Technology

*Bachelor of Arts in Applied English*

*Sep.2008 – Jan. 2013*

## WORK & LEADERSHIP EXPERIENCE

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### TaskUs

*Customer Service @ Steam*

*Aug. 2021 – Present*

- Handling hijacked account issues, billing process and gamer support with precision
- Ensure customer satisfaction and provide professional customer support to solve issues
- Awarded monthly nomination, including top KPI performance
- Provide accurate, valid and complete information by using the right methods/tools

### Kid Castle English School

*English Teacher*

*Mar. 2019 – Dec. 2020*

- Developed short and long range lesson plans
- Conducted group and individual reading and grammar activities
- Participated in faculty and parent conferences

### The Coffee Club

*Barista*

*Mar. 2017 – Feb. 2019*

- Prepared and served coffee, espresso drinks, and related breakfast items.
- Consistently maintained a 98% accuracy rate in processing customer orders.
- Achieved 80% increase in sales rate through effective use of social media strategies.

### Water and Electricity Coffee Shop

*Owner*

*Aug. 2013 – Aug. 2016*

- Boosted the members on Facebook by more than 2000 people
- Designed the menus, business cards, and flyers
- Collaborated with Taipei Culture Foundation to hold 2014 Taipei Fringe Festival
- Served customers drinks and desserts