

# BILLIE BONG ZERK MING

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Email: billiebzmm@gmail.com | Mobile: (587) 355 3918 | Location: Edmonton, 100 Ave NW, AB

## PROFESSIONAL SUMMARY

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Experienced and passionate culinary professional with of handling inbound and outbound customer services. Proficient with diverse cooking techniques while looking for a position to utilize my skills and abilities in the customer-oriented industry that offers professional growth.

## EDUCATION

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**Culinary Arts** Sep 2023 - Current  
NORTHERN ALBERTA INSTITUTE OF TECHNOLOGY (NAIT) • Edmonton, AB

## WORK EXPERIENCE

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**F&B POS SUPPORT** April 2021 - August 2022  
Koufu Pte Ltd • Woodland Height, Singapore

- Help provide 1st and 2nd level on site or remote support to end user on POS incident.
- Setup, install, configure and upgrade POS equipment and application.

**RETAIL ASSOCIATE** May 2018 - Jul 2019  
DELL TECHNOLOGIES, Singapore • Changi City Point, Singapore

- Resolve customers IT issues and providing front-line support service. Document problems, diagnostics, installation and next steps.
- Achieve targets by selling Dell's solutions via outbound calling, consultation and walk-ins.

## SKILLS

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- Proficient in a wide range of cooking techniques, including grilling, baking and sautéing with a strong foundation in classical culinary principles.
- Fulfilled all retail duties in high-end sales outlet. Handled customer-service including POS, sales, and inventory management.
- A keen eye for detail and aesthetics, capable of plating dishes in an attractive and visually appealing manner to enhance the overall dining experience.
- Bilingual: English and Chinese

## VOLUNTEER WORK

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**Portuguese Wine Dinner** Feb 2024 - Feb 2024  
Earnest's U121. • NAIT Edmonton, AB