

I Wen Huang

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SUMMARY OF QUALIFICATIONS

- 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

National Kaohsiung University of Science and Technology

Bachelor of Arts in Applied English

Sep.2008 – Jan. 2013

WORK & LEADERSHIP EXPERIENCE

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