

Jerry Cheng

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Summary

Collaborative, an amazing problem-solver with exceptional customer service skills, going beyond customer expectations. 10 years of commercial experience and key account servicing in B2B international trade.

Logical, numerate & analytical, attend to details, IT literate (Office 365, Excel, PowerPoint). Besides, I am good at multitasking and time management. Able to work under pressure to meet timeline. Flexible and ability to adopt changes.

Personality- Result oriented, responsible, take ownership, learning fast, Self-motivated, love to work in a team, analytical, cheerful, detail minded, positive mindset, outgoing, calm, patience, honest and polite.

Experience



Customer Service Advisor

Victorian Plumbing

Oct 2023 – Present

About this Company: UK's largest online retailer of bathroom products and accessories.

Duties:

- Engage and build rapport with customers either by Live Chat, Email or Telephone.
- Deliver excellent customer service to every customer interact with.
- Promote customer feedback to ensure that best practice is recognized.
- Achieve company and individual KPI's.
- Engage with customers in a friendly and professional manner while actively listening to their concerns.
- Offer support and solutions to customers in accordance with the company's customer service policies.
- Maintain accurate records on company systems.

Skills for this role:

Customer Support/ Communication skill / Interpersonal Skills/ Multitasking/ Teamwork/ Empathy skill/ Problem Solving/ Customer Satisfaction/ Accuracy



Customer Service Specialist

INVUE SECURITY PRODUCTS HK LIMITED

Jul 2017 - Jul 2023 (6 years 1 month)

About this Company: A global SaaS technology company (B2B) who provides the world's most valuable brands with innovative merchandising, security and IoT solutions which improve operations and enhance user experience.

Duties:

- Provide premium service to key account customer in order to satisfy the needs and retain loyalty.
- Directly interact with customers ensuring the highest level of customer satisfaction through product mentoring, coaching, and consulting services.
- Contact with freight forwarder to manage domestic and international transportation and logistics to products. Working closely with 3PL warehouse (MSDS document, packing list, invoice, etc)
- Primary contact point of technical support and troubleshoot to hardware and software.
- Provide end to end service including order processing, inventory management, quotation, delivery, back order management, RMA etc.
- CRM management, handling customer complaint and look for resolution or improvement.
- Work closely with sales team to provide sales support, understanding the sales and operation process
- Assist in production planning, forecast management.
- Provide detailed customer reports and account analysis to both internal and external parties.

Skills for this role:

System: AS400/ Zendesk/ Confluence
Price Quotes/ Warehouse Operations/ Freight/ Logistic/ Sales Operations
Troubleshooting/ Technical Support
Customer Service & Support/ Customer Satisfaction/ Interpersonal Skill/ Communication/ Teamwork
Problem Solving/ Organization Skill/ Multitasking/ Pressure Management/ Pay attention to details/
Accuracy/ Time Management

**Account Representative**

Panasonic Industrial Device Sales (HK) Ltd.

Apr 2015 - Mar 2017 (2 years)

About this company: A worldwide rechargeable battery manufacturing factory and trading company

Duties:

- Responsible for sales activities in HK & South China Market.
- Maintain good relationship with customers & liaise closely within internal operation teams.
- Coordinate with technical service & QA team to solve the quality issues.
- Prepare quotations, follow up purchasing orders and handling clients complain.
- Communicating closely with factories in Japan and China to ensure delivery on schedule
- Promote new product to suitable clients
- Use difference systems to maintain and communicate daily cooperation with factory
- Prepare sales forecast to factory
- Analysis and prepare sales report to top management

Skills for this role:

Pricing Strategy/ Strategic Planning/ Sales Management/ Analytical Skills/ Project Management
Customer Support/ Communication skill / Interpersonal Skills

**Sales Supervisor**

Sanyo Electric Company (HK) Ltd.

Aug 2012 - Mar 2015 (2 years 8 months)

*** Sanyo merge with Panasonic in Apr 2015.

*** My job duties remain unchanged in Panasonic.

**Marketing Executive**

Evergreen product manufacture company

Jul 2011 - Jun 2012 (1 year)

About this company: A leading wig/hair accessories manufacturing and exporting company with factories in China and South East Asia.

Duties:

- Building and maintaining strong relationship with major overseas clients.
- Preparing quotations, following up Purchasing Orders and handling client's feedback
- Communicating closely with factories in China for meeting client requirements and tight shipping schedule.
- Ensuring freight delivery on schedule
- Implementing promotional projects to meet sales target and developing different kinds of new products.
- Assisting manager to prepare market research and sales forecast.

Skills for this role:

Written Communication/ Customer Service/ Price Quotes/ Project Management
Sales Management/ Problem Solving



Passenger Service Agent

Jardine Aviation Service Ltd.

Jul 2007 - May 2011 (3 years 11 months)

About this company: Ground service handling agency for different airlines,

e.g.: BA,AF,SQ,LH,NZ

Duties:

- To provide passenger services operations by providing professional customer services
- To facilitate the departure and arrival processes to maintain a secured, punctual and safe operation on behalf of customer airlines
- Conducting travel document checking, data entry
- Follow instruction from supervisor base on handling policy
- Handle passenger enquiries and complaints
- Work in team to commit the service standard
- Find out solution for different passenger problem
- Assist supervisor to finish tasks
- provide training and coaching to the new joiner

Skills for this role:

Airlines/ Airports/ Ground Handling/ Passport/ Luggage/ landside

Time Management/ Customer Support/ Customer Satisfaction/ Communication Skill

Volunteer job



Shop assistant

East Lancashire Railway- Bury Bolton Street Station

Aug 2023 – Now

Education



Northumbria University

BA (Hons) International Business Management

2009 - 2011



The Hong Kong Polytechnic University (Hong Kong Community College)

Associate's degree in Business

2005 - 2007



Buddhist Wong Wan Tin College

A Level, Science

1998 – 2005

Language

English – Fluent

Cantonese & Mandarin – Native

Hobbies & Interests

Cycling - I enjoy cycling as it allows me to explore beautiful view and a very good exercise to keep myself healthy.

Hiking - It is so great to have a hiking no matter a short or long distance with friends or family.

Walking through the track and helping each other to complete the track can create unique memory.