

Shun Feng

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OBJECTIVE

Highly dedicated graduate student with strong analytical, communication and innovative skills with 5 years of experience seeks full-time opportunity in the field of marketing and customer service.

SUMMARY OF QUALIFICATIONS

- An effective communicator and problem solver with over 5 years of retail banking, sales management, and marketing services.
- A professional with excellent client relations skills, driven by new challenges and willing to assume additional responsibilities.
- A team player with managerial and administrative skills that can coordinate and motivate personnel to attain company goals while maintaining high quality standards.

EDUCATION

- Master of Business Administration, August, 2014
Johnson & Wales University, Providence
- Bachelor of International Economy and trade, 2003
East China University of Science and Technology, Shanghai, China

EXPERIENCE

Assistant Sales Manager - Shenzhen Development Bank (Qingdao, China) 2004-2007

- Assist with implementation of Customer Relation Management initiatives.
- Supervise and coach a team on the proper behaviors, sales techniques, service expectations and compliance guidelines.
- Develop and maintain relationships with partners to maximize sales opportunities and achieve sales standards with the goal of acquiring 100% of the client's financial services business.
- Responsible for every aspect of running the business.
- Certified Consumer Lender, providing strategies, tactics, and implementation plans that lead directly to financial improvements for my customers.
- Manage multiple tasks in a pressured environment such as assisting tellers, other customer service representatives as well as support branch management.

Sales Manager - Weiss-Rohlig China Co., Ltd. (Shanghai, China) 2007-2010

- Developed/managed international VIP retailer and media hospitalities focused to increase sales and underscore brand values.
- Coordinated, planned and contributed at trade shows and special events.
- Sales increases of over 30% and profit increases of nearly 35%.
- Promoted products and services; generated leads and initiated sales.

REFERENCES

- References available upon request