


Resume

English Name: Peggy Zhou	中文姓名: 周雪	Sex: Female	
Date of Birth: Nov/14/1983	Age: 30	Height(feet): 5.3	
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EDUCATION BACKGROUND

Period	Institute	Qualifications	Graduation Status
2003-2007	Leshan Teachers College	English	Undergraduate Graduation Diploma and Bachelor Degree of Arts TEM(Test for English Major) Certificate
2003-2004	Beijing International Studies University	English Communication	

WORKING EXPERIENCE

Period	Company	Job Title
2010.8-2011.4	1. Profound International English School.	1.Study Advisor
2010.03-2013.12	2. Southwestern University of Finance and Economics.	2.Teacher
Job Description		
I've been a study advisor in the adult English training school. I was engaged in solving complaints from customers. But the most important part is organizing the students in proper level class which is suitable for them. On the other side, I'm also an English teacher in Southwestern University of Finance and Economics. For this part, of course, my favorite time .cause I face challenges that can always put me through on how to really improve my students' English, I do really thinking about teaching skills before I have a class in order to show me the beset aspects to all..		
Period	Company	Job Title
2009.6-2010. 3	Natural Cool Air Conditioning & Engineering PTE LTD Working Place: Singapore	Service Coordinator Agent in Call Centre
Job Description		
I'm so lucky that I had a chance to work in Singapore for nearly one year, which makes me get more progress. Natural Cool is a large air-conditioning company which offers retail sales, service & installation, commercial installation. As a service coordinator, I should do four basic responsibilities:		

No.1 Responding inquires of customer and attending to feedback. No.2 Introducing the products and service to customer. No.3 For sale on products and service on line and achieve the sales quota at the same time every month. No.4 Doing administrative work. For more detail, I should do some paper works and create sales order, invoice for customer, most importantly, the good communication to customer. The way we talk to customer which decides whether service of standard be perfect or not, so company asks us be more qualified on customer service on line. Meanwhile, how to skillfully handle grumpy customer is showing your talent on customer service. By the way, sales quota is also much important. Another position for me in NC is in Call Center, for shortly, to appease the angry customers, because we are the first gate of company to customer, we should build good relationship with customers, but for me, I would rather take customer as a friend than a god, the way can make you feel easier on handling angry customer who always complaining.

Period	Company	Job Title
2006.3-2009.6	Taiwan JOY English school	English Teacher

Job Description

As a private school teacher, my work mainly focuses on students-oriented class. This job gives me much more experience on how to be a good teacher and how to improve the relationship with my students and their parents.

Taiwan teachers always ask us to make the class relaxing which the way can be easily accepted by your students. Because students are regarded as customers and they have choice to choose the best teacher. I have to be the best one. The last but not less, under the rules of Taiwan school, being formal and being strict in working is the elementary capacity, which leading me to formulate and complete my job successfully.

Period	Company	Job Title
2006.9-2006.12	Chengdu NO.14 Middle School	English Teacher

Job Description

As a public school teacher, I put all my passion to my students and teach them how to prepare the key points of grammar, sentence structure, speaking and written skill on universities entrance exam. That's my basic job. Also I have to talk with students and their parents in order them easily adapt to my teaching method.

Period	Company	Job Title
Summer time in 2004-2006	China Mobile Communication Corp Leshan Branch	Sales and Customer Service (part-time)

Job Description

This was my summer job during my university periods. I had to cooperate with my team members on dealing with affairs in customer service and marketing work. At the same time, we should go to all kinds of districts in Chengdu city and to organize some sales promotion activities and to attract more customers to join it.