

YU-WEI WILLIAM KUO

(425) 503-9206 | BELLEVUE, WA | YWKUO@OUTLOOK.COM

CLIENT SERVICE & INCIDENT MANAGER CUSTOMER RELATIONS | SUPPORT SERVICES | QA OVERSIGHT

Results-focused professional combining the experiences in information technology, customer service, sales and account management to achieve customer service objectives through data analysis and interpretation of situation. Fluent in English and Mandarin. Technical proficiency includes: ASP.NET, C#, HTML, Visual Basic, image manipulation tools, SAP, Salesforce, SQL and Microsoft Office.

- Customer Loyalty & Retention
 - Solution Consulting
 - Hardware Configuration
 - Computer Networking
 - QA Compliance
 - Data-Flow Diagram
-

PROFESSIONAL EXPERIENCE

MICROSOFT

Redmond, WA

Global Critical Situation Manager

2015 - Present

Manage Global English and Greater China support requests, addressing high priority escalation needs for critical situations impacting enterprise customers and partners. Collaboration with Technical Account Managers and Support Engineers to ensure successful support execution.

- Partake in a 24/7 scheduling-model to provide reliable and high-quality responses to escalation requests while interfacing with both internal and external parties to drive towards successful case resolutions.
- Evaluate the progress of the support request to proactively drive the support delivery experience while maintaining all critical situation report via CritSit Management tool and long runner report.
- Position the team to attain challenging business goals by consistently focusing on positive engagement results and constantly identifying further process improvement opportunities.

SYNOLOGY AMERICA CORP.

Bellevue, WA

Sales Manager / Sales Intern

2012 - 2015

Accomplished objectives in managing sales operations and projects requiring in-depth evaluation from initiation through delivery within budgets and deadlines. Safeguarded relationships with management, IT, QA team and key stakeholders to move initiatives forward.

- Achieved initiatives by developing tracking tools, evaluating data and outlining roadmaps for success in driving the vision, strategic goals, objectives and action plans within resources.
- Attracted client interest by developing promotions, SOPs and a Reseller Partner website in addition to organizing and hosting reseller seminars in multiple cities across North America.
- Served as an information resource and point of resolution, consulting with potential clients regarding product recommendations while also installing and diagnosing custom servers and network equipment.
- Managed relations with distribution channels and reseller partners in North America using Salesforce.
- Increased transparency into results by analyzing channel POS reports and reseller leads using Microsoft Excel pivot table and vLookup.

WWU – CBE – IT HELPDESK

Bellingham, WA

IT Intern

2012

Assisted in software deployment, diagnostics and troubleshooting.

- Analyzed access of wireless devices using pivot tables and charts for facility management.
 - Minimized downtime and service outage by proactively monitoring the availability and readiness of the infrastructure.
-

CERTIFICATION & EDUCATION

Project Management Institute

Seattle, WA

Certified Associate in Project Management (CAPM)

2017

Western Washington University

Bellingham, WA

Bachelor of Arts, Management Information Systems/Operations Management

2008 - 2013