

Zijun Li

Male | Age: 29

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SUMMARY

Reliable hard worker ready to learn and contribute to team success.

SKILLS

- Fluent in Mandarin, Cantonese, English
- Problem-solving abilities
- Adaptive team player
- Store operations oversight
- Employee supervision and motivation
- Customer relations

EXPERIENCE

Front Desk Customer Service, Store Manager, All Season Car Rental, November 2015 - September 2018, 19 Harlech Ct, Thornhill, ON

- Assisted customers in making payments on accounts and setting up payment plans.
- Provided outstanding service to customers by attending closely to concerns and developing solutions.
- Open and close store following daily procedures.
- Drafted contracts, explained terms to customers and acquired signatures.
- Responded effectively to customer questions and inquiries and provided information regarding products.
- Generated repeat business with friendly and knowledgeable customer service.
- Successfully trained staff with no previous experience.