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Brooklyn, NY 11235 | 718-368-5000 | [hana.liyu@mail.box.com](mailto:hana.liyu@mail.box.com)

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Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues. Keen to support a professional company in becoming a market leader through proven customer support skills.

Awarded three times. Helped reduce First Response Time by 20% within the first quarter of employment.

Proficient in Microsoft Word, Excel, and PowerPoint

Effective communication and interpersonal skills

Adept in solutions-based problem solving

Excellent organizational skills

Fluent in Mandarin

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Customer Service Representative 3/2019-Present

Manage call center's incoming calls and inquiries, roughly 50 - 60 calls per day

Track customer data in company database

Resolve customer issues and complaints

Market company services and recruit new clientele

College Aid 3/2018-2/2019

Assisted the front desk staff with administrative duties

Updated department's flyers and promotional material

Answered student's questions and provided support when needed

Sales Associate 7/2016-2/2018

Completed cash and credit card sales transactions on the cash register

Restocked and sort clothing racks and tables

Assisted customers with questions and other needs regarding store products

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June 2021

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New York, NY, 7/2020

New York, NY, 1/2021