

ABOUT ME

A confident, reliable and enthusiastic individual with previous customer service experience. I enjoy helping clients and customers and solving problems that they may have.
I have dealt with customers enquiries and complaints face-to-face, over the phone and via e-mail. I strive to work well under pressure and love to keep myself, and my workflow organised.

EXPERIENCE

Nicosia, Cyprus
Nov 2022 - Aug 2023

Office Administration & Personal Assistance
Inoral LTD

- Managing databases and filing systems
- Booking and arranging travel, transport and accommodation
- Keeping the managers up to date with important up-coming meetings and reminding them of important tasks and deadlines
- Assist with Human Relations
- Provide translation assistance for Marketing department
- Organizing all meetings and appointments
- General administrative duties

Limassol, Cyprus
Jan 2022 - Oct 2022

German VIP Manager
Dux Group (iGaming)

- Processing chats, tickets and Jira requests for the German speaking market (bonus issuances, verifications, deposits, withdrawals)
- Escalating issues to the relevant department (Slack/Jira)
- Being up to date with all procedures and changes
- Deliver great service to the clients

Larnaca, Cyprus
Aug 2020 - Sep 2021

German Customer Service Representative
Sykes Cyprus Enterprises Inc

- Providing clients with accurate information regarding invoices, returns and installment purchases for payment provider Klarna Germany via phone and online-chats
- Support and assistance of clients with different payment methods (Klarna SOFORT, Klarna pay later, Klarna Card (credit card), wires and refunds
- Management of the clients via CRM System (Klarna SCP)
- Handled customer complaints with empathy and professionalism

Vienna, Austria
Dec 2016 - Nov 2018

Office Administrator
P. Dussmann GmbH (Security service)

- Administration of various data and lists (payroll, HR) via MS-Office, access permissions
- Event and meeting preparations
- Internal and external office communication
- Reception and support for international business customers and partners such as Hewlett Packard Enterprise and Coca Cola HBC Austria

EDUCATION

Vienna, Austria
2012 - 2015

Secondary Education
Business School

- Office management
- Office organisation
- Accounting

SKILLS

- Ability to work independently and in teams
- Strong communication skills
- Reliability and willingness to learn
- Proficiency in MS Office

LANGUAGES

German
Native

Mandarin
Native

English
Fluent

Taiwanese
Elementary

INTERESTS

- Fitness
- Swimming
- Travelling