

Charles Yuen

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Summary:

Motivated and energetic Business Administration Graduate, seeking to develop a career in the Sales and Marketing field. Excellent customer service skills developed through three years experience in retail sales. Confident and persistent; demonstrated aptitude for direct sales during my Internship with Telco Telecom.

Education

Bachelor of Arts (Hons) in Business Administration

City University of Hong Kong

1999-2002 (Full Time)

Maintained consistent 3.8 grade average

Achieved highest grades in Marketing, Statistics for Business, and Business Psychology.

Relevant Experience

Sales and Marketing Internship: (June. 2002-September 200s)

Telcom Telecom Ltd.

(A leading telecom service provider)

Reported to the Sales Manager and worked alongside a team of 15 direct sales staff. Primarily responsible for providing administrative support.

Strengthened my skills in a number of key areas:

Database Management: Maintained sales records for clients. Understood the need for timely and accurate sales reporting.

Administration and Reporting: Produced weekly and monthly sales reports using Excel and Access.

Problem Solving and Customer Service: Gained some experience in help-desk support. Developed effective questioning skills to understand problems and gained confidence in dealing with difficult situations.

Direct Sales: Attended a direct sales training course. Requested opportunity to gain real-life experience and sold HK\$100,000 of products within two weeks.

Fortright Retail Ltd (June 1999-June 2002)

Part Time Sales Staff

Worked 20-hours per week to support myself through my studies. Provided service and advice to customers within the Tung Chung store.

Skills demonstrated:

Time Management: I had to juggle my time in order to fulfill my duties Fortright as well as complete my studies. I was never once late for work, or missed a coursework deadline.

Customer Service: Awarded employee of the month on three occasions in recognition of service skills.

Persuasion: Developed confidence in communicating with a wide range of people. Learned how to listen to understand customer's needs and to communicate the benefits of the products that would best meet those needs.

Supervision: responsible for supervising some of the other part-time staff during busy periods. Ensured staff followed the meal and break schedules and maintained proper floor coverage to maintain security.

Other Information

Hobbies: I regularly compete in athletics trials and won the HK Athletics Association Silver Medal for triathlon in 1997.

Languages: I speak fluently in English and Cantonese. I am currently studying Mandarin.

Computer Skills: I am confident in using Word as well as spreadsheet packages such as Excel and Access. I have also used PowerPoint to develop some of my university presentations.

Date of birth: 5th June 1977.