



WUN-HUEI (Esther) CHEN

With experience spanning the Philippines, United States, Taiwan, and Belgium, my communication and problem-solving skills are finely tuned. This diverse background allows me to excel in cultural navigation and adapt to challenges. I bring dedication and a proven record of streamlining operations, optimizing processes, and fostering collaboration across functions. Proficient in managing systems and data analysis, I'm committed to achieving results and contributing to the organization's success.

Contact

Phone

+32 493 81 95 41

Email

hiiamesther@gmail.com

Address

Rue Langeveld, 1180 Uccle,
Belgium

Education

2012-2015

Bachelor in Hotel and Restaurant Management

National University
Manila, Philippines

Expertise

- CRM
- Account Management
- Project Management
- Customer Service
- Problem Solving
- Salesforce
- Sales skills
- Negotiation

Language

English

Mandarin Chinese

Hokkien

French (Developing proficiency in
french language)

Experience

October 2022 - present

Belgian Co BV | Brussels, Belgium

Shop Manager

I ensure smooth daily operations and monitor inventory closely. I excel at achieving sales targets and boosting customer satisfaction. My strength lies in process optimization, enhancing efficiency by identifying and rectifying shortcomings. As a leader, I prioritize communication and collaborative problem-solving, fostering a robust team environment. I've built solid partnerships with an Asian tourist company and guides, benefiting our business. With in-depth product knowledge, I confidently introduce items to customers, ensuring their trust. I manage transactions adeptly, guaranteeing a seamless experience for the company and its customers.

June 2020 - August 2022

CommVerge Solutions | Taipei, Taiwan

Sales Representative

I can draw in new clients while cultivating enduring bonds with my current ones. In addition, I am familiar with rival products and have the technical know-how to explain complex ideas to clients. I assisted Taiwan's top telecom company in putting important initiatives, like the launch of 5G, into action while building up relationships with 120 major clients to keep them from going after competitors, gain a thorough understanding of their needs and expectations, continuously meet those needs by offering solutions, and build up relationships with current clients to make sure the suitable goods and services are provided to them.

Mar 2019 - May 2020

NetFos Technology | Taipei, Taiwan

Cyber Security Sales Representative

I coordinated workshops, presentations, and meetings with clients and partners and made prompt and persuasive sales pitches for potential clients. In addition, I created an efficient job schedule for each installation for each project that took into account cost control, coordination of subcontracting, engineering, sales, and the customer, as well as the development of the necessary financial justifications, proposals/booking packets, and presentations for a successful sale closing.

Dec 2017 - Feb 2019

CHUNG CHIA POWER Co. | Taipei, Taiwan

Executive Assistant

To ensure our partners' time was spent on significant, strategic problems and coordinated communications, I presented, controlled, and prioritized their schedules. I kept track of and followed up on requests to determine which ones were crucial and needed to be attended to right away. I also took accurate messages, politely answered and screened phone calls, completing expense reports, and kept an active calendar of appointments. I also wrote and produced confidential mail.