

# WUN-HUEI (Esther) CHEN

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## EDUCATION

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National University Manila, Philippines  
*Bachelor in Hospitality Management* 2012-2015

## PROFESSIONAL EXPERIENCE

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**CommVerge Solutions** Taipei, Taiwan  
*Sales Representative* Jun 2020 - Current

- Developing trust relationships with a portfolio of major clients to ensure they do not turn to competition
- Acquiring a thorough understanding of key customer needs and requirements
- Expanding the relationships with existing customers by continuously proposing solutions that meet their objectives
- Ensure the correct products and services are delivered to customers in a timely manner
- Serve as the link of communication between key customers and internal teams

**NetFos Technology** Taipei, Taiwan  
*Cyber Security Sales* Mar 2019 - May 2020

- Manage Customer & Partner visits, workshops and presentations
- Provide timely and effective sales presentations to prospective customers
- Develops an effective job schedule for each installation to include cost control; and coordination of subcontracting, Engineering, Sales and the customer
- Develop financial justifications, prepare proposals/booking packets, make presentations, and perform
- Proactively work with Sales teams to discover, initiate and progress Security projects and closely follow up on status

**CHUNG CHIA POWER Co.** Taipei, Taiwan  
*Executive Assistant* Jul 2018 - Feb 2019

- Present Manage and prioritize our partners' schedules to ensure that their time is focused critical, strategic issues
- Coordinate communications, track and follow up on requests, and identify those of importance which require immediate attention
- Managed an active calendar of appointments, filed expense reports, and composed and prepared confidential correspondence
- Answered and screened telephone calls in a courteous manner while taking messages with a high degree of accuracy

**CHAO YOU Food & Beverage Group** Taipei, Taiwan  
*Receptionist* Nov 2017 - Jun 2018

- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs
- Keep detailed and accurate records of visitor requests and of calls received

## LEADERSHIP EXPERIENCE

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**Organizing a pet group** Taipei, Taiwan  
*Community administrator* May 2020-Current

Operate and manage a communication platform with more than 100 people, connect like-minded people to share everyone's experience in pet raising, and plan activities from time to time to make everyone's relationship closer. The purpose is to avoid abandonment of pets because they do not know how to raise pets. In this platform, 3 dogs have been successfully rescued to have better homes, and the illegal businesses have been dealt with by the government for illegal profits.

**The Beach Club, Inc***Food and Beverage Intern*

West Palm Beach, Florida

Sep 2016 - Oct 2017

My extensive experience in F&B industry has instilled in me the capability to understand the need for appropriate service, and ensuring that each patron's order is well taken care of. My natural ability to maintain a neat and clean environment ensures that my personal work space and the serving areas are always cleaned properly.

**Mt. Olympus Resorts***Front Desk Agent Intern*

Wisconsin Dells, Wisconsin

Mar 2015 - Jun 2015

I was exposed to many foreigners such as our co-workers and other international students. This improved my communication skills and knowledge on various cultures, especially the American culture. I became matured, responsible, and practical in life.

**INTERESTS AND HOBBIES**

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- Technical skills: MS Office, Google Drive, spreadsheets, email, PowerPoint, databases, social media, web, enterprise systems.
- Languages: Mandarin (native), English (advanced), German (A1)
- Interests: As an active sociable individual, I enjoy staying fit and going to the gym. I am interested in scuba diving, hiking, and traveling. I love meeting new people and to experience new things and new places that are completely unknown or different to me.