

Jean Wan Siew Leong

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Personal Statement

Hardworking and experienced customer service personnel looking for new challenges and keen to enhance a career in a new, exciting and forward thinking country. Eager to combine my years of work experience with people-skills developed in various customer-facing jobs. Organised, enthusiastic, and with excellent time management skills, my aim is to work for a multicultural and diverse organisation that puts customers first and delivering the best possible service.

Professional Experience

British Council (Kuala Lumpur, Malaysia) – Customer Care Agent

May 2016 - present

- With an unwavering commitment to customer service, the ability to resolve complex issues, build and establish interpersonal relationships and win customer loyalty have to be exhibited and implemented on a daily basis.
- Accurate and quality information are delivered to our customers whilst adhering to Standard Operating Procedures (SOP). This demonstrates an in-depth knowledge of our products and business functionality.
- Developed and enhanced leadership skills by training new colleagues with regards to our systems and processes.
- Organisation, multitasking, scheduling and time-management skills are key in order to effectively support the team's operations.
- Sales support and consultative work are necessary to inform customers of our different products, services and policies ranging from our general English courses, IELTS exams, school exams under CIE and Pearson Edexcel.

British Council (Kuala Lumpur, Malaysia) – Placement Test Marker

Nov. 2015 – May 2016

- Executed and supported the British Council in placing approximately 500 young learners (5-17 years old) within structured English classes. Based on their reading, writing, listening and speaking skills, we would analyse the students' strengths and weaknesses and communicate this back to their parents/guardians.
- Suggested and advised which classes would be most appropriate and generated new business opportunities.

Lunch Actually (Kuala Lumpur, Malaysia) — Dating Consultant

Feb. 2013 – Sep. 2015

- Advised and linked with potential new customers, arranging meetings to facilitate the acquisition of new business, whilst increasing customer retention via positive and timely communication.
- Negotiated and maximised sales of membership packages based on customer needs, which were gathered from face-to-face meetings identifying their desires in a partner. Completed financial payments thereafter.
- Consulted and administered personalised trainings, resulting in clients understanding what they can offer as a partner and how relationship problems or challenges can be resolved. Ensured a high level of customer care along with cultural awareness.
- Collaborated closely with senior management to resolve ongoing issues whilst keeping track of achieving monthly targets.

Malaysia Airlines (Kuala Lumpur, Malaysia) — Flight Attendant

Sep. 2010 - 2012

- Delivered and maintained a professional attitude and keen attention to detail to ensure passengers' safety. Comprehensible communication given for all flight details and emergency procedures.
- With customer care and safety being the top priorities in this role, teamwork, providing clear communication and an ability to comfort passengers, including those with special needs, and cultural sensitivities were a must.
- Trained and completed first aid procedures for emergency situations, with the capability to coordinate first aid efforts and evacuate passengers to safe zones when needed.

Pets De' Park (Kuala Lumpur, Malaysia) — Retail Associate

Nov. 2005 – Aug. 2010

- With an understanding of finance and store-policies, coordinated customer payments, returns and exchanges in an efficient and professional manner.
- Being a team-player, helped support cashier duties, product assistance and store cleaning as well as putting in voluntary hours during peak periods.
- Interacted and assisted customers with a diagnosis of their pets' ailments and recommended appropriate products. Guaranteed positive customer experiences, minimised and resolved all customer complaints.

Education

Exploring the World of English Language Teaching, Future Learn – Certificate 2017

- Cambridge English Language Assessment.
- This online course provided an introduction to key topics relating to English language teaching, exploring the ins and outs of the world of English Language Teaching (ELT), covering what ELT involves and where to teach it.

Introduction to Teaching Young Learners — Certificate Oct. 2016 – Dec. 2016

- This course, organised by the British Council, aimed to raise awareness of current English Language Teaching practices in the young learner teaching environment. It focused on teaching 8 to 12 year old children as well as learning how to create and evaluate activities for skills development (reading, writing, listening and speaking).

Methodist Girls' School (Ipoh, Malaysia) — High School Certificate Jan. 1999 – Dec. 2004

Key Accomplishments

Global Customer Experience Award Finalist (British Council) 2016

Outstanding Performance Rating Top 5% (British Council) 2016-2017

Runner-Up Associate Of The Year (Lunch Actually) 2015

Projects

British Council Malaysia's UK Alumni Awards 2017 (Kuala Lumpur, Malaysia) Mar. 2017

- The Alumni Awards 2017 recognises and honours the outstanding achievements from alumni of a UK higher education. Taking place in 14 locations, UK alumni in every continent will be celebrated at prestigious award ceremonies in Egypt, Ghana, Greece, Hong Kong, India, Indonesia, Malaysia, Mexico, Nigeria, Pakistan, Saudi Arabia, Thailand, Turkey and the USA.
- Alumni Award winners and finalists are leaders in their fields: entrepreneurs, professionals, and social change makers, all of whom have used their UK education to bring about positive change to their communities, industries and countries.
- Supported and hosted VIP guests at the British High Commissioner's residence.

VisitBritain (Kuala Lumpur, Malaysia) Nov. 2016

- Involved in the GREAT Britain campaign where we increased the aspiration for visitors to travel to the UK. Encouraging visitors to explore the whole of Britain, adding value to the UK tourism industry and the UK economy. Worked with a vast range of partners, including Department for International Trade, Foreign & Commonwealth Office (FCO), the British Council and the Department for Culture, Media & Sport (DCMS).

Interests and Other

- **Languages** – English, Mandarin, Bahasa Melayu, Cantonese, Hokkien
- **Computer skills** – Microsoft Office Suite, Salesforce
- **Other skills** – Mathematics, Communication, Time-Management, Conflict Resolution, Leadership, Adaptability, Teamwork
- **Interests** – Reading, cooking and baking as well as some outdoor activities such as running and swimming. Passionate about animals and regularly donate food and supplies at the many animal shelters here.

References available upon request