

Yen-Jung Wang (Fiona)

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SUMMARY

I am an enthusiastic and independent person with customer service experience in the hospitality industry. In my current role at Farglory Group, I work one-on-one with customers to ensure that all of their questions are answered and that each customer feel listened to. During my career, I have developed myself to be self-motivated, organized and capable of working under pressure. I enjoy working on my own initiative or in a team. I am eager to grow my career in an international company.

EDUCATION

Tamkang University (TKU) New Taipei City, Taiwan
BA in English 09/2009-06/2013

The ELS Center New York (Manhattan) New York City, NY
Certificate of completion: advanced level 12/2013-03/2015

WORK EXPERIENCE

Farglory Group – Farglory Land Development Taipei, Taiwan
Telephone Operator / Administrative Specialist 03/2017-present

Established in 1969, the Farglory Group is an active and prominent architecture and construction firm in Taiwan.
<https://www.farglory.com.tw/en>

- Answer incoming calls and manage other office-related tasks.
- Assist in the preparation of year-end banquet and other events.
- Collaborate with supervisors and managers to manage employee requirements.
- Support executives and handle extra projects as needed.

UNICO Business Center Taipei, Taiwan
Receptionist 10/2016-03/2017

UNICO is a center for cooperation and a platform for providing full function business services, based in the central business district of Taipei, creating exclusive delicate business spaces for customers

<https://unicobc.com/en>

- Greeted clients and visitors with a positive, helpful attitude and assisted clients in finding their way around the office.
- Assisted with a variety of administrative tasks including copying, faxing, taking notes.
- Maintained security by following procedures; monitored logbook; issued visitor badges.

EVA Air Taipei, Taiwan
Flight Attendant 04/2016-10-2016

EVA Air is the second largest Taiwanese airline and one of the world's top 100 airlines as ranked by SKYTRAX (ranked no.6 in 2017). <https://www.evaair.com>

- Ensured that adequate supplies of refreshments and emergency equipment were on board
- Took care of passengers' needs, particularly those with special needs.

EXTRACURRICULAR ACTIVITIES

Alumni Association of Kinmen County at TKU 2009-2013
Yoga Club, TKU 2009-2013

ADDITIONAL INFORMATION

Languages: Mandarin (Native Speaker), English (Fluent), and Japanese (Basic)

Interests: Reading, traveling, yoga, and cooking, especially Asian Cuisine

Technical Skill: Microsoft Office Suite