

LEE CHUNG

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INSIDE SALES / CUSTOMER ADMINISTRATOR

Customer Administrator with over 8 years of success in Customer Service, Sales and Account Management with leading international electronics companies.

- **Fluent in English and Mandarin;** liaised with customers and producers in North America, South America, Europe, Australia and Asia-Pacific.
 - **Recognized for 95% average customer satisfaction** ratio by regular customer surveys.
 - **Skilled in logistics negotiations** between factories and freight forwarders **for customers using VMI and JIT software** to manage inventory.
 - Customer-Focused with Key Account Management skills and extensive product knowledge.
 - Highly analytical, with outstanding communication skills, interacts easily with all personality types.
 - Proficient in Microsoft Word, Excel, PowerPoint, Outlook, SAP and CRM.
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PROFESSIONAL EXPERIENCE

INSIDE SALES SUPPORT

2008 – PRESENT

DIGITAL RESEARCH ✧ VICTORIA B.C.

A worldwide leader in the development of advanced digital camera technology products for machine vision, industrial imaging, and computer vision applications.

Exclusive Customer Liaison for over 50 key accounts including academic/educational accounts in North America, plus small business accounts in the Middle East, South America, Australia and Mongolia.

- **Actively used CRM software to manage** customer accounts and follow up leads.
- Educated customers about new products and services.
- Negotiated with overseas and domestic factories and forwarders to solve logistic issues that would interrupt the customer supply chain.
- Prepared price/availability quotations including product specifications and prices.
- Generated orders and controlled shipping logistics.
- Participated in Account Reconciliations and Accounts Receivable issues.

SENIOR CUSTOMER SERVICE REPRESENTATIVE

2000 – 2007

CHUNG AND CHUNG COMPONENTS AND PARTS CO. ✧ TAIWAN, CHINA

CHUNG AND CHUNG develops, manufactures and markets electronic components, modules and systems, focusing on fast-growing leading-edge technology markets: in IT and telecommunications, but also in automotive, industrial and consumer electronics.

Primary customer liaison for 30 Key International Customers; managed all account records.

- Met with key customers; gave **presentations outlining company logistics management.**
- Provided training for new Customer Service Representatives.
- **Honored for personally demonstrating high employee performance standards.**
- Assisted in developing a Customer Service Procedure Manual.
- Analyzed customer demand/production forecasts to meet customer production schedules.
- Prepared all documents for shipments requiring customs clearance.

LOGISTICS ADMINISTRATOR
TRADER VIC'S CO. LTD. ✧ TAIWAN, CHINA
Authorized Electronics Distributor.

1999 – 2000

Interfaced with customers and suppliers.

- Managed processing of daily order and shipments.
- Directed Inventory control procedures.
- Provided administrative support to the sales force.
- Presented Sales Reports to management on a monthly basis.
- Surveyed customer needs and generated market surveys for management.

EDUCATION

Regional Economics Postgraduate Program ✧ A University, Taiwan ✧ 2003 – 2005
Association of International Accountants Certification studies ✧ Taiwan ✧ 1997 - 2000
International Trade Diploma ✧ A University, Taiwan ✧ 1994 - 1996

TRAINING

In-house SAP Training ✧ (Singapore / Hong Kong / Zhuhai / Shanghai) ✧ 2002-2007
Achieving Service Excellence Workshop ✧ Dun & Bradstreet (HK) Ltd. Shanghai ✧ 2007
Incoterm 2000 ✧ Shanghai ✧ 2006
Logistic & Customs Clearance ✧ CEGOS Ltd., Shanghai ✧ 2006
In-house Sun System Accounting Software Training ✧ Shanghai ✧ 1997