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Top Skills

Negotiation

Leadership

Social Media Marketing

KAY CHAN

International Sales | Customer Support | Chinese |
Youtube Marketing | LinkedIn Recruiter
Shenzhen, Guangdong, China

Summary

Regarding customer service, marketing, sales, BD, or any other related fields, I would be happy to showcase my skills and experience.

Having worked in customer service for over 14 years, I have developed excellent communication skills and have become proficient in dealing with various client needs and concerns. My self-motivation and self-discipline have enabled me to excel in my work, and I always strive to seek perfectionism in handling cases carefully.

As an outgoing and good communicator, I always aim to establish a rapport with clients and create a positive customer experience. Additionally, my good temper and patience have helped me to handle difficult situations with ease, and I always prioritize the client's satisfaction.

Finally, I am fluent in both written and spoken English, which allows me to cater to a diverse range of clients. I believe that my experience, skills, and personality make me a suitable candidate for a remote job in customer service, marketing, sales, BD, or any related field.

Experience

Future Group Translation services.
English<>Cantonese/Mandarin Medical Interpreter
October 2018 - Present (5 years 6 months)
Shenzhen, Guangdong, China

中原地產 Centaline Property Agency Limited
Senior Property Manager
August 2016 - August 2021 (5 years 1 month)
China

Customer service for clients including property seller and buyer. Practice on understanding what they really need. Generate more and more new buyers of new resident by means of youtube video presentation and youtube SEO.

Trafalgar Co. & British Overseas Company (Hong Kong)

Sales Manager

December 2013 - May 2016 (2 years 6 months)

Shenzhen, Guangdong, China

I took the challenge of develop sales channel in mainland, China. There is none of the colleagues or company owner thought it would be possible to enter mainland China market. We all have heard it should spend several million dollars to complete all the application as well as special relationship with official executive staffs in relevant government department.

Why I actively request to try this impossible task because of my personality. I used to get excited on discover new or mystery things. Especially, complete tasks that most people cannot. I always thinking about expanding my abilities by means of achieving impossible goal.

It tooks 9 months from imagination to getting some glue. And then, finally I found a food and beverage company that having strong government connection background that they felt interested on our trendy British beverage. All together six different brands of UK craft beer and cider were getting entry approval and entered the four major cities market in mainland China without spending even a penny.

It was a wonderful journey that I always recall in my mind.

Philips Electronics Hong Kong

Assistant Service Engineer

April 2009 - November 2010 (1 year 8 months)

HONG KONG SAR, China

Repair Oxygen concentrator and Sleeping Ventilator in workshop. Making detailed online report of every piece of device.

GE Medical Systems Hong Kong Limited

BioMedical Service Engineer

October 2001 - January 2008 (6 years 4 months)

HONG KONG SAR, China

Customer support and customer service for nurses in hospitals and clinics. Keep friendly conversation with the medical professional. Build good and effective customer service by sufficient preparation. Solve their problem and

teach them how to use in a humor way. Build decent friendship. Support sales on making deal smoothly.

Better Sales Development Limited

Sales Engineer

September 1997 - March 2000 (2 years 7 months)

Dongguan, Guangdong, China

Successfully making of parts locally instead of expensive US parts. Another satisfied task that I request to took is a new machine design. It was originally sign an contract with a group leading by professor and his assistant of a university in Guangzhou. Company paid 400-600,000CNY for them and also the design belongs to the professor. It took 2 years for them to design and amend the design assembly drawing many many times. They are still keeping edit the technical drawing non- stoppedly even bolts and nuts changed from UK system to metric system after two years. None of a single prototype came out.

Next, terminated the co-operation with the professor, company collaborated with an experienced machinery making owner of ink woven label printing machine. After 18 months,he finished one prototype that having lower operating speed and primitive design and old style components. Company director did not satisfy the result.

Company stop that project. After few months, I request trying to handle this project during a ordinary conversation with the director.

Why I only took 5 month from thinking to build the machine in an innovative way with satified result. I didn't use traditional method to make an assembly drawing with accurate measurement.

I just use hand sketch on separated the whole machine into many small protion. No measurement just using aluminium plate to build each portion by experience. Required each portion reach its basic function but not necessary reaching perfect.

Because there is no fixed measurement, easily making tiny portion, never draw any technical diagram, let the controlling portion build by other professional companies and using advanced and simple touch screen control panel. Save lots of time to build an innovative and speedy ultrasound woven label cutting machine prototype within Six months.

Yip Shing Rubber Products Manufacturing Co., Ltd.

Export Sales Representative

May 1995 - December 1996 (1 year 8 months)

HONG KONG SAR, China

Generate sales of our rubber products in North America and Europe market. Searching for potential buyers from TDC data base, Importer directory from Trade Commissioner office, related domestic magazines, cold calling trading companies in Hong Kong or Macau, Participate exhibition held by HKTDC. Rubber bath mat, Rubber mop, rubber coins containers, rubber soap suction...etc.,

There are totally 12 full large containers of order closed by me independently till the 7th month.

Kin Wah International Company

Sales Engineer

August 1993 - April 1995 (1 year 9 months)

China

Medical waste disposal service sales and different types of regulator and flowmeter installation and maintenance.

Build casual relationship with nurses in a relax atmosphere in order to make deal with the clinical waste disposal contract.

Support nurses in every aspect on using the equipments.

Hong Kong Oxygen & Acetylene Co., Ltd.

Medical Service Technician, Health Care Division

February 1990 - July 1993 (3 years 6 months)

HONG KONG SAR, China

Customer service and customer support for the nurses and medical professional staff. Support them friendly to solve anything on using the medical equipments. Always visiting them to discover their necessary. Make friends with them by sufficient communication. That also help enhance more new order for sales department. Increase market share of our company.

Next, take good care for patients using ripple bed, oxygen concentrator and oxygen of cylinder. Teach them how to use properly. Periodically visit them to ensure they use it in a appropriate way. Ease their mentally uncomfot while using breathing aid by friendly conversation.

Education

Wine & Spirit Education Trust

WSET level 1& 2 Award in Wines and Spirits · (April 2013 - October 2013)

EAA Estate Agents Authority

Salesperson's Licence under Estate Agents Ordinance
Chapter 511 · (September 2017 - October 2020)

Hong Kong Amateur Swimming Association

Swimming Teacher's Certificate · (January 1998 - December 2003)

Chinese Young Men's Christian Association of Hong Kong

Swimming Teacher Training · (October 1996 - July 1997)

The British Council (HK)

Communicating in English GED2 · (April 1992 - December 1992)