**Jong Soo Yoon**

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**TECHNICAL PROFICIENCIES**

* **Platforms:** Windows XP/7/8/10, Androids
* **Networking:** TCP/IP
* **Languages:** SQL, C#, HTML
* **Tools:** Microsoft (Visio, Excel, Access, PowerPoint,

Word), Visual Studio, Oracle SQL Developer, Zendesk

**LANGUAGES**

* English – Fluent in Verbal, Reading, and Writing
* Korean – Proficient in Verbal and Reading

**EXPERIENCE**

**After School Tutor in Grade 2, Promise Church Flushing, NY | June 2016-July 2016**

* Assisted students in completing homework in Mathematic and English
* Developed studying materials to further enhance student’s understanding of Mathematic and English

**Customer Service Representative, Spectrum Flushing, NY | Sept 2017 - Present**

* Consistently meet and/or exceed supervisor’s expectations and was awarded December’s Bronze Award
* Resolved an average of 175 inquiries in a week regarding billing, appointment, payment, troubleshooting, and product information
* Consistently meet performance targets in First Call Resolution, Voice of Customer, and Average Handle Time
* Selected to join the technology team to provide feedback to implement changes to improve work functions and productivity

**Customer Service Representative, delivery.com New York, NY | Sept 2016-January 2017**

* Recorded and analyzed data from customer complaints to identify recurring problems and limit repeat complaints
* Responded promptly to customer enquiries via telephone or email and consistently improved customer satisfaction through resolution of conflicts
* Issued refunds and compensations for customers
* Displayed attention to detail in updates to customer accounts

**EDUCATION**

**UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK Amherst, NY**

**Bachelor of Science in Business Administration,** May 2016

Management Information System Concentration

GPA: 3.1/4.0

* **Management Information System Association 2015-2016**