Alex Lee O

010-2045-7718

AlexLeeO@gmail.com

Work Experience

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| Private English Teacher – Korea | 09/11 – Current |

Teacher

Educate grammar, vocabulary, and speaking proficiency

* Teach students using a variety of teaching methods
* Maintain classroom rules and behavior
* Evaluate progress of students
* Communicate regularly with parents

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| Pochi Tea Station – Café | 01/06 – 07/11 |

Owner

Responsible for all aspects of operation

* Market the business
* Build customer relations
* Make sure the business meets the necessity of all codes
* Prepare finances
* Purchase supplies
* Direct hiring and assignment of personnel
* Manage staff including scheduling, training, and performance evaluations
* Make sure employees are in compliance with Labor and Industry
* Maintain equipment

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| WDTS Global | 07/05 – 12/05 |

Customer Experience Specialist – Technical Support

Solve customer problems by handling their call, chat or email

* Provide solutions to support customer efficiently by trouble shooting wireless data problems in accordance with defined targets and procedures
* Resolve technical issues through mostly inbound and occasionally outbound telecommunications contact
* Accurately log query information into client systems
* Maintain a high standard in personal Key Performance Indicator (KPI) targets as defined
* Research & investigate wireless data technologies, services and devices
* Specialize in products assigned

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| Nordstrom – Direct | 10/03 – 06/05 |

Customer Service Specialist

Provide high-quality customer service through multiple channels of communication

* Process orders and offer solutions to customer, communicating via telephone, e-mail, or live chat
* Enter data into order capture system
* Utilize various software applications and technologies to service customer
* Suggest alternative items to customer for unavailable merchandise
* Provide customer with critical product information
* Share fashion trends and product recommendations
* Troubleshoot and resolve all customer service inquiries or issues arising from Internet and catalog
* Track customer packages
* Assist customer with exchanges and replacement orders
* Process customer financial adjustments

Education

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| University of Washington, Seattle Wa | 09/02 – 06/05 |

Bachelor of Arts: Economics

Skills

4 years of high-school Spanish

1 year of Korean-heritage at University of Washington

Achievements

Principles and Practice of Engineering Exam Proctor 10/2011

Fundamentals of Engineering Exam Procter 10/2011

Boys and Girls Club Basketball Coach 1997 - 2001

VBS Counselor 1997 - 2010

KPCS Sunday school Teacher 2005 - 2010