

Yong Jian Fei (Sam)



01 PROFILE SUMMARY

Highly determined and focused on sales and marketing department. Possessed good communication skill and good conflict resolution skill, who is capable to work under pressure and get sales for any company.

02 EDUCATION

08/2016 – Present

PORTMAN College

Diploma In Business
Management

- CGPA: 2.67

04/2015 – 04/2016

PORTMAN College

Certificate In Business
Studies

- CGPA: 2.98

03 EMPLOYMENT HISTORY

02/2010 – 02/2018

Senior Waiter at Restaurant Fai Fai

- Checked with customers to ensure that they were enjoying their meals and took action to correct any problems
- Took orders from patrons for food or beverages
- Served food or beverages to patrons, and prepared or served speciality dishes at tables as required
- Presented menus to patrons and answered questions about menu items, made recommendations upon request
- Cleaned tables or counters after patrons have finished dining
- Prepared hot, cold, and mixed drinks for patrons, and chill bottles of wine
- Prepared tables for meals, includes setted up items such as linens, silverware, and glassware
- Removed dishes and glasses from tables or counters, take them to kitchen for cleaning
- Performed cleaning duties, such as swept and mopped floors, vacuumed carpet, tidied up server station, took out the trash, or checked and cleaned bathroom
- Escorted customers to their tables
- Provided guests with information about local areas, includes gave directions
- Collected payment from customers

02/2015 – 02/2017

Insurance Agent at Hong Leong Assurance & Insurance Sdn Bhd

- Sold various types of insurance policies to businesses and individuals on behalf of insurance company, including automobile, fire, life, property, medical and dental insurance or specialized policies such as marine, farm/crop, and medical malpractice
- Interviewed prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage
- Called on policyholders to deliver and explained policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries
- Performed cold calling to explore new market and promoted new package of insurance protection
- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients
- Ensured that policy requirement are fulfilled, including any necessary medical examinations and the completion of appropriate forms
- Customized insurance programs to suit individual customers, often covering a variety of risks
- Inspected property, examined its general condition, type of construction, age, and other characteristics, to decide if it is a good insurance risk

03/2015 – 10/2016

Part Time Online Seller

Selling electronic devices to online

- Serving customer
- Dealing with customer queries and complaint
- Displaying products
- Ordering stock
- Overseeing deliveries

04 ADDITIONAL SKILLS

Possess D driving license

Proficient in Microsoft Offices

Average in Adobe Premiere Pro, Adobe Photoshop and Adobe illustrator

05 REFERENCES

Mr Marcus (Owner)

Restaurant Fai Fai

0123428822

Mr Kein (Manager)

Hong Leong Assurance & Insurance Sdn Bhd

0163366522