



KENNETH YU

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Multitasking
- Order Taking
- Customer Relationship Management
- Internet Research
- Chat Support
- Email Support
- Phone Support

TOOLS

Zendesk
Slack
Discord
Zoom
Cisco

PERSONAL PROFILE

Customer Service Professional with 3+ years in chat, email, and phone support, skilled in handling complex inquiries and fostering positive customer interactions ; ready to leverage expertise in Zendesk and Cisco Finesse to enhance team success and customer

WORK EXPERIENCE

CHAT AND PHONE SUPPORT

[Doordash \(Ttech\)](#) | 4/2024-8/2024

- Resolve customer issues efficiently, ensuring a high level of customer satisfaction.
- Provide support to DoorDash partners.
- Identified and escalated complex issues to the appropriate department.

CUSTOMER SERVICE REPRESENTATIVE

[Domino's USA \(Eperformax\)](#) | 11/2024-4/2023

- Guided customers through menu options
- Suggested complementary items to meet upselling goals.
- Confirmed order accuracy by repeating selections before entry.

EMAIL AND PHONE RESERVATION AGENT

[Expedia \(Teleperformance\)](#) | 12/ 2019- 9/2023

- Assisted clients via email and outbound calls for cancellation, refund, and changes in booking.
- Handled guest complaints and offered complimentary services for hardship cases.
- Sorted out any issues related with customers' bookings or reservations.

EDUCATION HISTORY

[Highschool Diploma; Alternative Learning System](#) 2013