

3/12/02-14/9/05 *Customer Services Manager*

REUTERS Hong Kong Co. Ltd.

- I was responsible for implementing and contributing to the strategic formulation of regional initiatives on great customer service so as to establish and maintain total customer satisfaction on post sales support.
- I managed a team of 20 Client Training Executives, Financial Application Specialists and Desktop Design Consultants to excel in client training, product support and customer relationship management.
- I revolutionized Reuters training classes and workshops to clients, which significantly improved customer satisfaction towards Client Training (as measured by our own survey). In one-year time, we changed the customer satisfaction gap from negative to positive against our main competitor.

15/8/94-8/11/02 **Bloomberg L.P.**

16/2/02-8/11/02 *Product Training Specialist, North Asia*

- I was responsible for planning and delivering training to both internal and external clients in HK, China, Taiwan, Thailand, Philippines and South Korea.
- I also helped give presentation in conferences and identify leads and add-on opportunities for sales department.
- Apart from being the API Specialist, I also played the consultancy role for other departments on the Bloomberg System and financial products.
- I could serve my clients so well that I was called “PhD in Bloomberg”.
- Award: The Eureka Award (2002)

1/1/99-15/2/02 *Analytics Manager*

- Leading a team of 16 Analytics Support representatives, I was responsible for developing and maintaining a cohesive team to provide quality Help Desk services and ensure client satisfaction.
- We were the most productive team among all the Analytics Desks in the Company.
- My knowledge on the Bloomberg System (its data, content and financial analytics) was so excellent that I was nicknamed the “Walking Dictionary of Bloomberg” by colleagues.
- My colleagues also voted me the following awards:
 - The Pseudo Application Specialist Award (2001)
 - The Star of Analytics (2000)

15/8/94-12/31/98 *Analytics Support*

- Main duties were to promote client relationships, deliver training to clients, and educate investment professionals how to use Bloomberg System to do their jobs efficiently and effectively.