



Ho Nang Derek Au

Financial Services Representative

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Languages

Mandarin (Fluent)

Cantonese (Native)

English (Work Proficiency)

About

With a robust background in customer service and sales within the banking and automotive sectors, I excel at identifying client needs and enhancing customer relationships. Proficient in Mandarin, Cantonese, and English, my adaptability and commitment to quality service are my strengths.

BRANDS WORKED WITH

China Construction Bank

CMB Wing Lung Bank

Dah Sing Bank

Kam Lung Motor Group Limited

Experience



● General Banking Officer

Dah Sing Bank | Dec 2023 - Now

Responsibility

- Strengthen relationship with customers to identify customers' needs and recommend appropriate financial services to meet their need so as to achieve business target
- Participate in different promotion events
- Deliver quality services to customers

● Kia Sales Representative

Kam Lung Motor Group Limited | Oct 2021 - Sep 2022



● Financial Service Trainee

CMB Wing Lung Bank | May 2021 - Oct 2021

- Proficiently sold a wide range of new vehicles
- Developed tool to track personal sales opportunities, potential deals, and finished contracts
- Selling finance, insurance and point protection products CMB Wing Lung Bank Financial Service Trainee May 2021 – Oct 2021 Responsibility
- Strengthen relationship with customers to identify customers' needs and recommend appropriate financial services to meet their need so as to achieve business target
- Proactively identify customer needs and offer appropriate banking services and solutions
- Maintain awareness of operational risks and adhere to relevant policies and guidelines



● China Construction Bank | Sep 2020 - Apr 2021

Responsibility

- Providing updates products information and encouraging product sales
- Update client information into system for selling propose
- Handle incoming calls and provide customer service to clients to keep service quality
- Maintain good relationship with existing clients to achieve target sale

Education & Training

2017 - 2019 ● Coventry University

Bachelor of Arts,

2015 - 2016 ● Bellerby College

Foundation Year Business studies,

