



Shengdong Zhang

CUSTOMER SERVICE

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Languages

Mandarin

English

About

With proven expertise in customer service and sales support, I am adept at processing orders, returns, and boosting sales through promotional campaigns. Fluent in Mandarin, I thrive in dynamic retail environments, ensuring high customer satisfaction and seamless team integration.

BRANDS WORKED WITH

Anthem Grand Pharmacy Centre

Beijing ZhongShiRuide CulturI Media Co.,Ltd

Experience

● Customer Service

Beijing ZhongShiRuide CulturI Media Co.,Ltd | Jul 2020 - Aug 2020

- Processing orders and returns to maintain a high level of customer satisfaction
- Designing and executing promotional campaigns to boost ticket sales.

● Teller

Anthem Grand Pharmacy Centre | Mar 2019 - Sep 2019

- Responsible for helping customers find the medications they need, as well as cashiering.
- Responsible for handling customer enquiries and complaints, maintaining a high level of customer satisfaction
- Assist in resolving issues, providing clear and professional explanations and advice

Education & Training

2022 - 2023

● Queen Mary University of London

Master of Science,

2018 - 2022

● China University of Mining and Technology

Bachelor of Science,