

Matt Leonard

STUDENT

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SUMMARY

Outgoing and friendly receptionist delivering customer service and administrative excellence, including clerical support and public interaction. Excels in calendar management, scheduling, data-entry and database administration.

EXPERIENCE

Part Time Shop Assistance

GreenWood Jul 2017 - Aug 2017

- Capitalized on upsell opportunities by suggesting best-fit offerings from available company products and services

Part time Tutor

Genius Tutorial School Sep 2017 - Apr 2018

- Measured outcomes and progress of students using benchmark assessments

Part Time Sales Advisor

Costco Aug 2018 - Mar 2019

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service

Part Time Sales Advisor

JM Market May 2019 - Jun 2019

- Managed customer relations and customer service through daily communication and interaction

Part Time Receptionist

First Start Group Limited Jun 2019 - Aug 2019

- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers

EDUCATION

BBA (Hons) in Global Supply Chain Management

California State University Los Angeles Sep 2018 - Present

SKILLS

MS Office proficiency



Customer service



Database entry



Order fulfillment



Problem resolution



LANGUAGES

English



Cantonese



Putonghua



HOBBIES

Playing instruments (e.g. cajon & saxophone)

Photography

Travel