



kaungsw@gmail.com



+971567780764



Abu Dhabi, United Arab Emirates



16 April, 1995



linkedin.com/in/kaung-set-wai-392872194

## SKILLS

Communication

Organization Skills

Upselling

Problem Solving

Documentation

## LANGUAGES

English

Full Professional Proficiency

Burmese

Native or Bilingual Proficiency

## INTERESTS

Guest Service Agent

Waiter

Receptionist

Cashier

Sales

Merchandiser

# Kaung Set Wai

## Customer Service Representative

I am a very positive person and see the opportunities in every challenging situation.

## WORK EXPERIENCE

### Quality Auditor (Call Center)

#### Ocean Wave Communication Company Limited

01/2022 - 10/2023

Mandalay, Myanmar

Internet Service Provider

##### •Responsibilities

- Listening to the daily call recording of the agents
- Providing up-to-date information to the inbound and outbound agents and online customer service agents
- Managing frustrating customer concerns through communication with Supervisors, Team Leaders, Quality Auditors and staff
- Preparing reports daily, weekly and monthly

Contact : Thein Han - +9592015680

### Customer Service Representative (Call Center)

#### Telenor Myanmar Operator

06/2016 - 04/2019

Mandalay, Myanmar

Telecommunications

##### Responsibilities

- Working day and night shifts in a rotating system
- Follow up on the serious complaints with the concerned departments
- The details of each calls are carefully noted
- Upselling the products while responding to the customers

Contact : Win Htein - +959797004208

### Warehouse Helper

#### Infinity Investment Company Limited

01/2014 - 12/2014

Mandalay, Myanmar

Sales and Marketing Company

## EDUCATION

### Bachelors' Degree

#### Yadanarbon University

10/2014 - 10/2019

Mandalay, Myanmar

Specialized

- English

## CERTIFICATES

### Customer Service Associated (06/2016)

Certificate of Competence Telenor