



JOSEPH @ YAW THET

CUSTOMER SERVICE



SUMMARY

I have over 7 years of experience in customer service and business development. Throughout my career, I have developed strong skills in managing customer relationships, handling inquiries, and making sure of customer satisfaction. My goal is to leave every workplace better than when I found it. Some of my strengths include being a good team player and being motivated to learn. I am committed to giving my absolute best in every task, and I am confident in my ability to contribute positively to your company in Customer Service.



DETAILS



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26/06/1996



Al Rigga, Dubai



Myanmar, Chinese-Chin, Christian



Single



EDUCATION

- **Bachelor's Degree in Tech (Civil)**
Victoria University College (VUC)
2015 to 2017
- **A.G.T.I (Mechatronics)** | Thanlyin
Technology University (TTU) | 2012 to 2014
- **I.L.B.C** | International Language &
Business Center | 2000 to 2006



SKILLS

- Strong Customer Service Skills
- Good Teamwork and Communication
- Problem-Solving and Clear Listening
- Able to Work Under Pressure
- Attention to Detail and Organized
- Leadership and Management
- Motivated and Willing to Learn
- Hardworking with a Positive Attitude
- Reliable and Honest
- Microsoft Office (Word, Excel, PowerPoint)
- Email and Internet Use



LANGUAGES

- English
- Chinese
- Myanmar



WORK EXPERIENCE

MANAGER | HUGE ROCKY COMPANY LIMITED | 2022 TO 2024

- Managed all office operations related to job recruitment, transportation logistics, and coordinated among Admin, HR, and Finance departments.
- Supervised a team of 37 staff members to handle daily operations.
- Managed recruitment processes, finalizing interview approvals and onboarding.
- Handled customer inquiries and provided excellent service.
- Worked with customers to solve service issues and made sure their needs were met.
- Organized and carried out training sessions on customer service for staff members.
- Prepared daily, weekly, and monthly activity reports to the management.
- Analyzed profit and loss statements, and presented financial reports.

BUSINESS DEVELOPMENT & CUSTOMER SERVICE SECTION HEAD | NILAR FROZEN FOOD COMPANY LIMITED | 2020 TO 2022

- Built strong relationships with customers by providing regular updates and maintaining regular communication through phone calls, e-mails, and meetings.
- Handled any customer issues and solved them quickly.
- Developed new markets and acquired new customers for frozen food products.
- Maintained a customer feedback system to improve products and services.
- Coordinated between customers and internal teams.
- Managed the entire departmental process from raw procurement to sales.
- Created yearly sales plans to meet business targets, managed inventory and assisted with logistics work.
- Prepared monthly customer service budgets and presented them to management.
- Managed the sample process, sent samples to customers and gathered feedback.

PERSONAL ASSISTANT TO THE CEO | GRECO COMPANY LIMITED | 2018 TO 2020

- Supported the CEO with administrative tasks, including payroll management, meeting coordination, customer relationships, and event organization.
- Handled customer and agent inquiries quickly on a 24/7 basis, provided necessary documents, and maintained communication records.
- Communicated key information to Vietnam and Korea offices.
- Managed company accounts, including tracking sales, debit, and credit.
- Created and maintained agent lists, scheduled appointments, and supported sales targets and activities.

ASSISTANT SALES & MARKETING MANAGER | ASIA CENTER MODERN TRADE COMPANY LIMITED | 2017 TO 2018

- Sold Indonesian marble (CITATAH Indonesia Marble) to construction sites and improved sales.
- Held appointments with leading architects in Myanmar to promote marble products and successfully secure deals.
- Developed strong relationships with construction company clients and provided excellent service.
- Prepared monthly sales reports for the Indonesian Head Office with recommendations.