



Yoon Shwe Yee Oo

CUSTOMER SERVICE EXECUTIVE

CONTACT

- +971 547669973
- yunsyoo98@gmail.com
- Al Nahda 2, Dubai, UAE

PERSONAL INFO

- Date of Birth : May 25, 1997
- Marital Status : Single
- Nationality : Myanmar
- Availability : Immediately
- Reference available upon request

SKILLS

- ✓ Good Customer Service and Communication Skills
- ✓ Food & Beverage Handling
- ✓ Work Well under Pressure
- ✓ Cash Handling
- ✓ Energetic, Friendly, & Honest
- ✓ Flexibility & Adaptability

LANGUAGES

- English
- Burmese

EDUCATION

- ❖ B.A (Business Management)
Yangon West University | 2019
- ❖ Diploma in LCCI (Accounting)
Economic Flower Accountancy
| 2018

ABOUT ME

Dedicated and customer-focused individual with experience in handling high-volume inquiries, resolving complex issues, and delivering personalized solutions to enhance customer satisfaction. Looking forward to being a part of a dynamic team where I can continue to grow professionally and help the organization achieve high levels of customer satisfaction.

WORK EXPERIENCES

Customer Service Executive *June 2022 – June 2024*

Unilever EAC Myanmar Limited

- Respond promptly to customer inquiries via phone or email.
- Provide accurate and comprehensive information about products and services.
- Resolve customer complaints and issues efficiently and to the customer's satisfaction.
- Process orders, forms, applications, and requests.
- Keep records of customer interactions, transactions, comments, and complaints.
- Escalate unresolved issues to appropriate internal teams.
- Follow up with customers to ensure their issues are resolved.
- Conduct customer satisfaction surveys and gather feedback.
- Identify opportunities to improve customer service processes and procedures.

Accountant *February 2019 – December 2021*

Myanmar Antaco Co.Ltd (Vietnam Base)

- Prepare and analyze financial statements, ensuring accuracy and compliance with regulations.
- Manage accounts payable and receivable, processing invoices, and reconciling accounts.
- Conduct internal audits to identify discrepancies and implement corrective actions.
- Assist in budgeting, forecasting, and financial planning.