

Henry Mai  
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**Customer Service Position**

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**Profile**

- Over a decade experiences in customer service by doing data entry, problem solving and trouble shooting, and inter-department staff support, and payment receiving at the service window
  - Assistant coworkers with problem-solving and trouble-shooting
  - Ability to motivate, and cooperate with coworkers and supervisors
  - Be able to work independently with the least instruction
  - Be willing to ask for new work at the slow working time
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**Strength**

- Working in a flexible schedule
  - Be willing to learn new skills while working
  - Geography knowledge in San Francisco Bay Area
  - Trilingual in English, Mandarin, and Cantonese
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**Employment**

***Living Spaces, Millbrae, CA***

*February 2017 to  
Present*

**Janitor**

- Sales floor cleaning, and let guests have a fresh, clean and comfortable shopping environment
- Provide Mandarin and Cantonese interpreting for guests with special needs on the sales floor

***Sares-Regis in The Venue, 1155 4<sup>th</sup> Street, SF, CA***

*March 2016  
to February  
2017*

**Porter**

- Detail cleaning in public areas and vacant units, and let guests have a fresh, clean and comfortable shopping environment
- Provide Mandarin and Cantonese interpreting for distinguished residents with language needs

***Bluecrew Temp Agency, San Francisco Bay Area, CA***

***February 2015-Present***

**Warehouse Clerk, Cashier, Food Server, Janitor**

- Offering food and beverage to guests in the Baseball Stadium
- Cashiering
- Quickly and effectively solve customer challenges.
- Warehouse shipping/receiving/inventory/order picking



***San Francisco Foodbank, San Francisco, CA***

*July 2006  
till April  
2014*

**Intake and Distribution Clerk, Warehouse Order Builder**

- Policy explanation and data entry at pantry sites
- Delivery food boxes to individuals
- Quickly and effectively solve customer challenges.
- Managing volunteers in order to keep them save while serving the organization
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

***DFS Galleria San Francisco Airport, CA***

*July 2003 -  
June 2006*

**Boutique and Fragrance Sales Associate and Cashier**

- Promoted new products to international travelers
- Sold duty free items by following US Customs' policy
- Advised airline travelers who has to carry liquids on flight
- Merchandise shipment and inventories

**Education**

***City College of San Francisco, San Francisco, CA***  
Business and Office Environment; Adult Basic Career  
Education Courses, GED

*1999-2003*

