

Wenjie Chen

Bilingual Customer Support & Member Services

New York metro area
Cantonese & Mandarin · Conversational English
Phone / email added only after candidate approval

TARGET ROLES

Bilingual Customer Service Representative · Member Services · Customer / Order Coordinator · Intake or Service Support

SUMMARY

Reliable bilingual operations candidate with long-term Cantonese radio operations experience and practical customer-commerce experience. Brings time-sensitive program-flow discipline, concise status communication, accurate handoffs and defined exception escalation to structured, trained support environments.

CORE STRENGTHS

- Mandarin & Cantonese customer communication
- Conversational English in structured workflows
- Program-flow, timing and continuity awareness
- Accurate handoff, record and follow-up habits
- Routine-based exception triage and escalation
- Customer expectation and order-status communication

EXPERIENCE

Cantonese Radio Broadcast Operations / Master Control

Long-term Cantonese radio role · reported 7+ years; exact title and dates to confirm

- Role-standard candidate-review wording: kept scheduled program flow, segment timing and output continuity organized through routine checks.
- Prepared concise status updates and handoffs around live or prerecorded segments and schedule changes; routed nonstandard issues through the defined escalation path.
- Transferable to bilingual support: record the current state, clarify handoff context, follow the workflow and escalate rather than guess. Retain only duties personally performed; confirm title, employer, languages and systems.

Independent Customer & Commerce Operations

Private commerce activity · 2020 (final dates to confirm)

- Managed buyer communication, availability checks and follow-up for cross-border / peer-to-peer merchandise transactions exceeding ¥100K in transaction value, mainly RMB-denominated.
- Maintained a WeChat repeat-customer contact base of 2,000+ and earned hundreds of positive Xianyu buyer reviews, according to candidate-provided records.
- Used clear status updates and practical expectation-setting to support repeat customer trust; exact evidence and wording require candidate approval.

BEFORE USE

Confirm official job title, employer name, dates, contact details, language level, every radio-duty bullet and all commerce figures. Remove any role-standard duty not personally performed. Use only for roles with clear training, reasonable phone load, fixed schedule and defined escalation.