

Brandon Ngo

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PROFESSIONAL EXPERIENCE

Assist Solutions Azabu Juban, Tokyo

3/2020 – 11/2020

Customer Support

- Answered questions of many customers regarding their Wi-Fi-Setup, Internet Speed, and set up appointments for new customer WIFI/VPN installation dates.
- Communicated to various customers in English and Japanese on various information such as how WIFI itself is set up in Japan, what are the best options in choosing a WIFI, as well as troubleshooting their current WIFI problems.

Uniqlo Clothing Retail Store of Philadelphia

5/2018 – 9/2018

Seasonal Sales Associate

- Provided excellent customer service experience and answered questions to children and adult clients.
- Welcomed customers, increased number of store visitors and conversion rates in terms of the percentage of store guests that made purchases.
- Met and exceeded daily sales goals, increased number of items purchased per transaction and amount spent per customer purchase.

Hai Tien Restaurant of Philadelphia

1/2016 – 12/2018

Server and Youth Activities Manager

- Performed professional food serving for large special events of over 200 guests.
- Provided childcare for babies, toddlers, and children, and managed fun activities to entertain youth, while parents enjoyed dinner and special event festivities.

EDUCATION

Temple University Philadelphia U.S Campus, September 2016 – December 2018 Bachelor's

Temple University Japan Campus(TUJ), September 2018 – December 2020 Bachelor's Major in Communications, Minor in Japanese

SKILLS

TECHNICAL: Adobe Suite, Microsoft Office (Microsoft Word, Excel, PowerPoint, Outlook) LANGUAGE:

English:(Native) Japanese (Proficient)