**Text S3** Recruitment notice and resumes of the candidates

**Recruitment notice for a telephone** [**customer service**](http://jobs.zhaopin.com/shanghai/CUSTOMER+SERVICE+REP_120341743251391.htm)

Requirements:

1. Female, about 25 years old, high shool or above;
2. Good command of oral Mandarin, excellent expression and communication skills;
3. Patient and service mentality, proactive, strong sense of responsibility
4. At least 2 years working experience in service industry, experience in field of customer service preferred;
5. Proficiency in Office software, fluent English would be preferred.

Responsibilities:

1. Responsible for answering calls in the telephone counseling center;
2. To provide relevant business consulting or guidance for customers;
3. To deal with customer complaints, obtaining feedback from customers;
4. Inputting the information (like conversations with customers, services offering for customers) into the database, to help the director and clients follow up the cases.

ID:JR356744417R90250001000 **zhaopin.com**

**Cui Li**

female | Unmarried | Born in 1986/01 |4 Years' Experience   
Hukou: Sichuan, Lu Country, Shunhe village | agricultural category  
  
13718242965(Mobile)

**Career Objective**

|  |  |
| --- | --- |
| Desired Type of Employment： | Full-time |
| Desired Position： | Customer service / sales / customer service support、Promotion specialist/Shopping guide |
| Desired Industry： | Telecom(Equipment/Operation/Value-added Service) 、Retail / Wholesale、Hotel / Restaurant |
| Desired Location： | BEIJING |
| Expected Salary(before tax)： | 2001-4000RMB/Month |
| Current Situation： | Immediately |

**Self-assessment**

Grew up in rural areas; can work hard without complaint; outgoing, honest and generous; strong sense of responsibility; have teamwork spirit; strong adaptability

**Work Experience**

|  |  |
| --- | --- |
| 2008/05 -- 2011/02： | Maxtv Media Company | Telephone exchanger / front office / reception |
|  | Computer Software | Foreign-owned | Scale: 100-499 employees | 1000-2000 RMB/Month |
|  | Answering and making calls, visitors reception, send and receive letters & e-mails |
| 2007/04 -- 2008/04： | Xinbaili Department Store | Shopping guide | Clerk / salesperson / Purchasing guide |
|  | Retail / Wholesale | Foreign-owned | Scale: 500-999 employees | 1000-2000 RMB/Month |
|  | Selling goods, shop exhibition and cleanness, replenishment |
| 2006/09 – 2007/04： | Beijing Daban Housekeeping Service Company | Housekeeping / general labor |
|  | Intermediary service | Private-owned | Scale: 20-99 employees | 1000-2000 RMB/Month |
|  | Providing various housekeeping Service for employer: furnishing sweeping and cleaning, washing clothes, taking care of the elders and children, preparing lunch and supper |

**Educational Backgound**

|  |  |
| --- | --- |
| 2003/09 -- 2006/09： | Sichuan Luxian Occupation Technical College | Leisure sports service and management | Secondary specialized school |

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**Jing Yang**

female | Unmarried | Born in 1985/05 |5 Years' Experience   
Hukou: Beijing, Chaowai Street | non-agricultural category  
  
13671224537(Mobile)

**Career Objective**

|  |  |
| --- | --- |
| Desired Type of Employment： | Full-time |
| Desired Position： | Customer service / sales / customer service support、Clerk / salesperson / Purchasing guide |
| Desired Industry： | Telecom(Equipment/Operation/Value-added Service) 、Retail / Wholesale |
| Desired Location： | BEIJING |
| Expected Salary(before tax)： | 2000-4000RMB/Month |
| Current Situation： | Immediately |

**Self-assessment**

Mild warm and generous; can work hard; good expression and communication skills; patient at work; having sense of responsibility; getting on well with colleague

**Work Experience**

|  |  |
| --- | --- |
| 2008/04 -- 2011/02： | China Unicom | 1161114 | Telephone operator |
|  | Telecom(Equipment/Operation/Value-added Service) | State-owned | Scale: 100-499 employees | 1000-2000 RMB/Month |
|  | Taking service hotline, providing the route information searching service for users |
| 2007/01 -- 2008/03： | Huatangyang Huatang Store | Clerk / salesperson / Purchasing guide |
|  | Retail / Wholesale | Joint venture | Less than 1000 RMB/Month |
|  | Selling products, responsible for checking goods, letting goods be out of warehouse, exhibiting, stocktaking and implementing other business activities as required |
| 2005/11 – 2006/12： | Seven-eleven(Beijing) Company Limited | Part-time job |
|  | Retail / Wholesale | Foreign-owned | Scale: above 10000 employees | Less than 1000 RMB/Month |
|  | Responsible for selling products, checking goods, letting goods be out of warehouse, exhibiting, food production, cleaning shop and other tasks as required |

**Educational Backgound**

|  |  |
| --- | --- |
| 2002/03 -- 2005/07： | Beijing Dongcheng District Vocational School | Business Administration | Secondary specialized school |