

MONICA TONG

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Full time position in the field of customer service

COMPUTER

Work Experience

Manufacture Company Customer Service

Norgren – Vaccon company. Inc - Medway, MA

June 2021 to Present

Process over 2500 sale orders for distributors and clients;

Manage customer orders and inquiries using Intuitive ERP System, work within multiple fields of manage customer orders and assist manufacturing & office supplies purchasing;

Responsible for sale order and invoice files management and online master lead database for company sale information.

Customer Service Representative, Cash Office

Neiman Marcus Group - Natick, MA

August 2007 to September 2020

Managed daily account activities by operating the store credit systems, POS systems, and sales audit systems

Processed payments, refunds, and bank deposits

Handled customer inquiries in person and via telephone

Customer Service Representative, Cash Office

Macy's - East Natick, MA

November 1999 to May 2006

Reporter, Mainland Assignment

Hong Kong Commercial - Daily Hong Kong, China

July 1992 to June 1994

Covered political, economic, and cultural developments in mainland China

Reporter, Medical Assignment

Science and Technology - Daily Beijing, China

August 1985 to July 1991

Covered developments in the medical fields

Education

Bachelor of Arts in Journalism

Institute of International Politics - Beijing, CN

July 1983

Skills

- OBJECTIVE:
- Full time position in the field of customer service
- SKILLS:
- Microsoft Office (Word, Excel), HSBC-Whirl System, XNET System and Intuitive Client 8.7 system
- LANGUAGES:
- Mandarin (native), English (fluent)
- U.S. WORK AUTHORIZATION:
- Yes
- Cantonese
- Chinese
- Adobe Photoshop
- ERP Systems