

Pinghong Zhang

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Motivated, positive and outgoing professional seeking a challenging position

Work Experience

Quality Control Inspector

Coorstek

December 2021 to Present

Training Program - Denver, CO

June 2020 to July 2020

Developed strong and effective listening through various classroom role play activities
Gained strong rapport and relationship building technique that will help me uncover and customize solutions to meet or exceed customer needs
Developed a positive attitude, dedication and drive to launch a career in banking
Established working knowledge of banking regulations, terminology, products and services

Retail Sales Associate

Dillard's Park Meadows - Lone Tree, CO

December 2019 to March 2020

Efficiently processed point of sale transactions with a close attention to detail while developing rapport with customers
Demonstrated strong cash handling skills, balancing cash drawer at the beginning and end of each shift
Positioned benefits of credit card and rewards accounts with customers, consistently exceeding sales goals
Earned Sales Representative of the Month for exceeding sales and service expectations
I left because of Covid-19

Retail Sales Associate

MACY'S Southglen, CO

July 2019 to December 2019

Recognized for providing outstanding customer service
Enthusiastically supported promotions to serve the community
Discussed benefits of credit cards with customers, resulting in increased sales and customer loyalty
I left because the store was closed

Cashier

WALMART

February 2018 to May 2019

Demonstrated strong organizational skills and the ability to work with a diverse customer base
Demonstrated a customer first philosophy, anticipating customer needs and explaining the use of self-play check out

Consistently recognized the needs of the team and identified opportunities to go above and beyond

Education

Bachelor's Degree in Business Administration Chengdu

Bank Career Training Program - Denver, CO

Skills

- Bilingual, proficient in Mandarin
- Proficient in MS Office Suite
- Customer service, sales and team work
- Critical thinking and problem solving skills
- Customer relationship building Adaptable, resilient, coachable