



# LONG YEE WONG

University student

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## EXPERIENCE

### Customer Service Representative

*Apr 2024 — Present*

Reservation office - Accor Group | Tokyo, Japan

Managed hotel reservations and addressed customer inquiries regarding hotel services.

Provided exceptional customer service, ensuring a high level of customer satisfaction.

Utilized multilingual skills to assist international customers, improving their overall experience.

Proposed and implemented a real-time translation service to assist non-Japanese speaking tourists, resulting in a 98% customer satisfaction rate.

Handled customer complaints and resolved issues efficiently, contributing to improved service delivery.

## EDUCATION

### Bachelor of Sociology

*Apr 2022 — Present*

Daito Bunka University | Tokyo, Japan

Specialization: Psychology

Relevant Coursework: Social Psychology, Clinical Psychology, Data Analysis, Research Methods

Achievements:

Won first place in a university thesis contest for the research "University Life Anxiety Scale "

Conducted comprehensive research using t-test statistical methods, resulting in significant findings presented to the entire faculty.

## HONORS & AWARDS

University Thesis Contest

Awarded for outstanding research on "University Life Anxiety Scale "

Recognized for exceptional analytical ability and writing skills.

A highly motivated and multilingual professional with a Bachelor of Sociology specializing in Psychology, offering proven skills in multicultural understanding, communication, and data analysis. Demonstrated expertise in customer service, having achieved a 98% customer satisfaction rate through innovative translation services at a call center. Award-winning researcher with strong analytical and presentation skills, recognized for excellence in university thesis work. Passionate about leveraging my diverse background and strong problem-solving abilities to contribute to a dynamic team at Amazon Japan, aiming to enhance customer experiences and drive impactful results.

## SKILLS

- Leadership
- Communication
- Problem-solving
- Teamwork
- Customer-centric

## LANGUAGES

- English — Advanced
- Japanese — Advanced.  
— Japanese Language Proficiency Test (JLPT) N1
- Chinese (Mandarin)  
— Native
- Chinese (Cantonese)  
— Native