



# Longhei Chan

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## Self-introduction:

Organized and motivated individual with strong communication, problem-solving, and customer service skills, seeking a Visitor Service role where I can provide a welcoming and efficient experience for visitors and assist with ticketing and inquiries.

## Education

Hong Kong Polytechnic University – Hong Kong  
Bachelor of [Physiotherapy]  
Graduated: [2023], started from [2019]

### Provincial Debate Competition, First Prize Winner:

I was the first speaker of the provincial debate competition, and we gave demonstrated an exceptional critical thinking, public speaking, and quick problem-solving abilities. I have gained so much experience in articulating ideas clearly and persuasively, but the important thing is I have learnt to address others' concerns and misgivings in a calm and peaceful way.

### Chairman of the Drama Club:

Led the university's drama club, managing a team to organize and execute several performances. This role required strong organizational abilities and coordination, from handling logistics to collaborating with team members, and ultimately delivering successful events. These experiences sharpened my leadership, teamwork, and time-management skills, which are crucial in visitor service.

## Working Experience

Social Media Marketing Specialist [part-time] – Landscape HK  
[22-2-21 to 12-5-23]

Managed social media platforms (TikTok, Instagram) for product promotion, optimizing engagement through strategic content creation.

Improved customer interaction and satisfaction through personalized communication.

Visa Consultant – BetterLandscape HK  
[20-5-23 to 2-7-24]

Guided clients through the visa application process, providing professional support and handling various inquiries. Strengthened interpersonal skills by helping clients from diverse backgrounds.

## Skills & Qualifications

I am good at customer service, which I have experienced in assisting visitors and providing helpful, courteous service. Second, I'm strong in verbal and written communication skills when I need to address customer needs in my two jobs. Thirdly, I am good at problem solving which enables me to quickly address and resolve visitor concerns with a calm, professional approach. Next, I value a lot in teamwork which I work collaboratively to achieve goals and ensure positive outcomes.

Social Media Marketing for Fitness and Construction Products

Project Name: TikTok Campaign for Home Fitness Equipment

Overview: I spearheaded a social media campaign on TikTok aimed at promoting a new line of home fitness equipment for a client. The goal was to boost brand awareness and drive online sales by creating engaging and educational content.

