

# SHIRLEY MENG

Technical Support

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## Summary

Self-motivated and user-oriented support professional with a growing interest in UI/UX design, allowing me to improve processes from the user's point of view. Known for strong cross-functional collaboration and thoughtful problem-solving. Outside of work, photography sharpens my attention to detail and helps me stay balanced and team-focused.

## Work Experience

### Technical Support

CTBC Bank, Taiwan | 2022- Present

- Led the implementation of a customer service chatbot system, integrating multiple support channels (email/ phone), which reduced average ticket resolution time by 30%.
- Provided Tier 1 and Tier 2 technical support to internal users, resolving over 300 issues monthly, including network access, system login failures, and configuration troubleshooting via remote tools.
- Developed and maintained technical documentation and knowledge base articles for internal onboarding and external user support.

### Project Administrator

Wiston ITS, Taiwan | 2019- 2020

- Collaborated with the international engineering teams to resolve over 100 technical issues across 5G base stations, ensuring real-time system stability and uptime.
- Enhanced network performance by remotely monitoring and adjusting parameters, leading to improved stability and uptime for 5G base stations.
- Reported on project KPIs weekly, using Excel dashboards and internal tools to track progress against SLAs.

### Banking Specialist

Taiwan Business Bank, Taiwan | 2017- 2019

- Executed import and export transactions according to clients' needs, achieving timely processing and compliance with regulations.
- Delivered bilingual (Mandarin/English) support to clients on cross-border transactions, addressing technical issues in online banking and foreign exchange systems.

## Technical Skills

- Technical support
- Chatbot systems
- Remote troubleshooting
- Project management
- Communication tools: Microsoft Teams, Slack, Zoom

## Soft Skills

- Problem solving
- Strong organizational skills
- Team leadership
- Customer experience
- Cross-functional communication

## Languages

Madarin (Native)  
English (Fluent, IELTS 6.5)  
Korean (Basic – TOPIK I)

## Additional Qualification

Google IT Support Certificate – Coursera  
IELTS 6.5 – Academic  
TOPIK I – Korean Language Proficiency Test

## Volunteer Experience

Career Counseling Volunteer –104 Career Platform | 2025

## Education

Bachelor - Business Administration  
Soochow University, Taiwan