

# SHIRLEY MENG

Creative solver specializing in business



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## SUMMARY

I'm a self-motivated person that I've always tried to find out not only helpful also better plans, and that's how my friends think I am. During my previous work, what I've always focused on is to define a problem clearly before action.

## EXPERIENCE

### CTBC Bank

Technical Support, Aug.2022- Present

- Be in charge of chatbot project (by using Microsoft Power Virtual Agents): build common questions on the chatbot that makes users easier to find the solutions.
- Solved with users' system login/ internet/ computer related issues by 25 cases approximately per day.
- Tracked the progress of users' issues and system improvements periodically.

### Wistron ITS (Stationed at Nokia)

Project Administrator, Aug.2019- Dec.2020

- Collaborated with 4 engineers to constantly resolve over 100 issues and requests from customers on a daily basis.
- Assisted with parameter setting of dozens of 5G base stations, and remotely connect to confirm that the station status.
- Maintained both project progress and acceptance analytical report weekly.

### Taiwan Business Bank

Banker, Nov.2017- Apr.2019

- Executed import and export transactions according to clients' needs, including opening letters of credit, export bills negotiation.
- Helped customers to understand the process of foreign exchange and complete their request for foreign transactions.

## SKILLS

Strong organizing skills  
Optimizing solutions  
Technical support  
Project management  
Design thinking  
Team leadership  
Customer support  
Customer experience

## TOOLS

Microsoft Power Virtual Agents  
Microsoft Power Automate  
Figma  
Photoshop  
Illustrator  
Premiere Pro

## ADDITIONAL QUALIFICATIONS

Google Certificate  
(Technical Support Fundamentals)  
Google Certificate  
(UX Design)  
IELTS 6.5  
TOPIK I

## EDUCATION

Soochow University,  
Bachelor of Business  
Administration  
2013- 2017