

Charis Chan Wei Yenn

+6016-6725152 | 9, Jalan Serkut, Taman Pertama, Cheras 56100 Kuala Lumpur | charis.ccwy@gmail.com

I. EDUCATION BACKGROUND

University of London Programme, BSc Accounting and Finance **September 2016- Current**

- Academic direction by London School of Economics (LSE) conducted at HELP University

Methodist Boys' Secondary School (MBSSKL) **2013-2014**

- STPM (CGPA 3.33) (General Paper, Biology, Chemistry, Maths T)
- Top Scorer for General Paper (in a cohort of 120 students)

II. EXPERIENCES

Call Centre Agent, Changi Recommends **November 2018- January 2019**

- Utilized problem-solving and communication skills to handle queries related to Wi-Fi reservations, tours and Changi Recommends packages globally to Singapore customers.
- Self-trained quickly as the only part-time staff in the company and was able to handle inbound and outbound calls with performance rate of 85% fulfilling SLA during the holiday peak season.

Case Team Assistant, Boston Consulting Group **August- October 2018**

- Assisted the core team in a customer experience overhaul of a Government-Linked Company.
- Led a physical survey assignment and garnered responses from 100 customers in 2 days.
- Various responsibilities included slide-making, excel analysis and facilitated a workshop session attended by C-suite employees.

Deals Business Recovery Intern, PwC Malaysia **May- July 2018**

- Assisted in Liquidation assignments for two large multi-conglomerates based in Sarawak and Selangor respectively.
- Conducted a liquidation research and analysis using the Companies Act 2016 in a write-up assignment for a Senior Partner.

Perdana Fellow in Prime Minister's Office **July- August 2017**

- Fellow under the purview of Dato' Seri Mohd. Najib Tun Razak.
- Shadowed under the National Branding Department and was involved in the execution and rebranding of the Negaraku logo incorporating 1Malaysia element, the Negaraku Project in SEA Games 2017 and Malaysia's National Day in August.

Call Centre Executive (Singapore), Foodpanda Malaysia Office **January - March 2017**

- After-sales service in the customer care hotline for customers of Foodpanda in Singapore.
- Contributed to team's overall performance rate of 95% with dropped-calls rate of only 2%.

Retail Assistant, Crabtree & Evelyn Pavilion Kuala Lumpur **December 2016**

- Achieved personal sales totalling above RM21,000 and was offered permanent hire.

Brand Ambassador for Calciyum and Sensodyne **December 2016**

- Achieved the targeted sales by client and received numerous offers from Agency for my performance and was assessed to be a high performing brand ambassador for the agency.
- One notable achievement was an increase of 140% in sales for an outlet in Klang.

Enterprise Intern, Leaderonomics Malaysia **June 2016**

- Interned under Leaderonomics CEO, Roshan Thiran in Enterprise Department in developing modules for training and development of leaders' handbook for various stages of life.

Intellectual Property Intern, Shearn Delamore & Co. **June 2015**

- Placed under Ms Karen Abraham, Partner of Intellectual Property (IP) department.
- Validated files of registration of trademark and wrote reports on the registration of different companies for trademarks and marks with summaries of IP cases in different countries.

III. ACHIEVEMENTS

ASEAN Foundation Model ASEAN Meeting (AFMAM), Thailand **2019**

- Malaysia representative for an ASEAN simulation with 10 ASEAN countries delegates

Top 4 Semi-Finalist for Bursa Malaysia National Debate Challenge **2018**

- Competed in a British Parliamentary style debate on finance and shortlisted as Top 4 teams

3rd Place for Frost and Sullivan Case Challenge **2018**

- Competed in a case on developing a Smart City roadmap for a green-field township.
- Champion Team of Axiata University Leadership Development Programme** **2017**
- Selected out of 1200 applicants alongside 79 other participants for a 2-weeks camp and was crowned as overall champion team for 5 business simulations.
- Young Southeast Asian Leaders' Initiative (YSEALI), Fall Academic Fellowship** **2017**
- Malaysian representative for an exchange to U.S. sponsored by U.S. Department of State.
- Mckinsey Youth Leadership Academy** **2017**
- Co-founded Releaf, a social enterprise that focuses on reducing waste from dead leaves through composting.
- Top 5 Finalist for Unilever Future Leaders' League** **2017**
- Competed on a FMCG Marketing competition with over 139 applications.
- Young Global Pioneers, Tanzania Exchange Programme** **2016**
- Sole Malaysian participant for an exchange to Tanzania, Africa with 19 foreign participants.
- Top 10 Finalist for Ernst & Young (EY), Young Tax Professional of The Year** **2016**
- Shortlisted as a finalist on an international tax competition without prior tax knowledge.
- Awarded best speaker in a workshop of over 50 participants from local target universities.
- 3rd Place in General Electric (GE) Crisis and Communications Competition, Singapore** **2016**
- Competed in a team for a case on crisis management with other Singapore participants.
- 3rd Place in Startup Weekend at Taylor's University** **2016**
- Pitched to MaGIC and MyPerintis on our start-up idea focusing on power bank technology.
- Champion Team of AIG Insurance Challenge under Talentcorp Malaysia** **2016**
- Pitched to AIG Directors on our solution for a case study on Insurance and competed with Malaysian students who are studying in Australia as part of their summer break programme.

IV. EXTRA-CURRICULAR ACTIVITIES

- Vice President (Malaysia), Association of Malaysian Economics for Undergraduates** **2018**
- Led the Malaysia branch as the pioneer in setting up frameworks, streamlining internal processes and diversify engagements for quality expansion with the team of 11 members.
- Project Director for the Malaysian Public Policy Competition (MPPC)** **2017**
- Coordinated a team of 29 committee members in the planning up to execution of event.
- Increased sign-up rate by 69% from previous year with participants from Ivy League and Oxbridge.
- Secured partnership with World Bank as Knowledge Partner.
- Assistant Vice President, Malaysian Student's Global Alliance (MSGA)** **2016**
- Coordinated a team for the Malaysian Global Project that spans across 16 countries in engaging with Malaysians globally in understanding perspectives and issues pertinent to them through interviews and analysis articles in global discussions for Malaysians abroad.
- Successfully received support and carried out on-ground execution with Malaysian Societies in 16 countries that engaged physically with over 40 Malaysians working and living abroad.
- Sponsorship Committee Executive, National Aspiration Leadership Summit (NALS)** **2016**
- Secured sponsorships totalling RM150,000 with a team of 9 people, an increase in sponsorship deals of 70% from previous year.

V. VOLUNTEERING ACTIVITIES

- CFA Career Day** **2017**
- Involved under Marketing and Campus team to generate interest and outreach to students in universities through organic marketing and coordination with on-campus ambassadors.
- Achieved an increase in university student attendees of 40% from previous year.
- Asia Pacific Model United Nations Conference** **2016**
- Headed the volunteer team for Economics and Social Council Committee with over 40 participants in an international conference held at Istana Budaya, Kuala Lumpur for 5 days.
- Liter of Light Malaysia Project by Incitement Kuala Lumpur** **2016**
- Volunteered for a project at Brinchang, Cameron Highlands in building and setting up solar-powered street lights for the indigenous community.