



RESUME BOOKLET

简 历 0 3 . 0 1 . 2 0 2 0



HR PACKAGES

一站式，提供从招聘到payroll的所有解决方案

	 FREE	 SELECTIVE	 ALL IN ONE
针对性收集人才信息	基础服务需要升级	✓	✓
人力资源问题咨询	✓	✓	✓
过滤无效简历	未筛选	过滤	完成初次面试
人力资源成本报告	基础服务需要升级	✓	✓
撰写中/英招聘信息	基础服务需要升级	✓	✓
安排与企业进行面试	基础服务需要升级	✓	✓
极速招聘	基础服务需要升级	基础服务需要升级	✓
Payroll, 安全培训, 管理	基础服务需要升级	基础服务需要升级	✓
Contractor packages	基础服务需要升级	\$30 免费	\$50 免费
每月	\$0	\$199	本地最低价格，但是需要咨询

CONTRACTOR PACKAGES



不论是线上还是线下，我们都可以为您对接到适合的人才，他们专业，并以完成项目为己任
电话给我们如果需要更多服务



设计
市场

logo设计 \$30起
社交媒体运营 \$120起
Email宣传 \$30起



数据
网站

200条数据收集 \$30起
5页网站搭建 \$200起
5页内容撰写 \$50起



电话销售
HR操作

200通电话 \$30起
90分钟劳工培训 \$90起
新人入职 \$30起



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(626)722-2994



面试问题

“请告诉我你的最大优点是什么?你将给公司带来的最大财富是什么?”

你曾经做过什么来降低你们部门的经营成本或节省时间?

你认为你工作中的哪些方面是至关重要的?

你的职位同你的部门或公司的整体目标有什么关系?

你是如何不断地使你的工作更有价值?

通常你是如何保持消息灵通, 如何监控员工表现的?

当工作结果令你无法接受时, 你通常会如何对待下属?

你如何评价自己与上级管理层、客户和同事进行交流的能力?

你在哪些方面是不能和上级领导达成一致的?上次当他错了而你是正确的时候, 你是如何处理这一情况的?

你会采取一种将权力集中在少数几个人手里、更为集权的、家长式的管理方法, 还是会经常将职权下放?

你是如何看待事先没有获得首肯就采取行动这一情况的?

你在决策之前是广泛地听取各方面的意见, 还是会亲自卷入不同意见的冲突之中?

如果我们录用你, 你可以为我们做些什么?我们应该期望在什么时候看到具体的结果?

你需要一个怎样的环境来发挥个人的最大潜能?

你是如何处理违反日常惯例的突发性事件和瞬息万变的局势的?”

MARKETING SPECIALIST



Average salary
23/hour

Average experience
5 years

Yili Alexis Ou

yxxo16@gmail.com | (323)304-5940

Education

University of California, Irvine

Fall 2020

Bachelor of Arts in Sociology,

Minor in Psychology and Social Behavior

Pasadena City College

May

2016

Associate of Arts in Sociology

Experience

Marketing/Administrative Assistant

Sept 2017 - May

2018

UCI Division of Career Pathways

Irvine, CA

- Promote, plan, and organize informational events for career center
- Manage and update various social media platforms
- Design infographics and flyers for promoting career fairs
- Develop and coordinate marketing strategies for student outreach
- Aid staff with administrative projects such as career fairs, information sessions, and employers

Customer Service Assistant/Receptionist

UCI Division of Career Pathways

Sept 2016 - Sept

2017

Irvine, CA

- Advise all students, alumni, and employers regarding hiring and recruiting inquiries
- Promote and inform of students, alumni, and employers of career fairs and work shops
- Assist employers with registration and job postings through electronic mediums such as emails and phone calls regarding career related inquiries
- Coordinate counseling appointments and provide assistance to students and employers
- Connect and correspond alongside coworkers while splitting tasks into individual projects

Sales Associate

Bath & Body Works of Limited Brands

June - July, Sept -

Oct 2012

Laughlin, NV and Elk Grove, CA

- Market and advertise products to individual need of customer to complete sale
- Maintained a thorough knowledge of sales, specials, and products
- Organized displays and update promos
- Handled transactions, maintained order and cleanliness throughout store, restocked and put away merchandise

Skills

- Microsoft Office Suites: Word, Excel, PowerPoint, etc.
- Typing: 90 Wpm

Languages

- Fluency in Cantonese and Mandarin, written and spoken
- Basic understanding of Spanish, written and spoken

IRIS YANG

MARKETING MANAGER
517-944-3382
yangxi0716@gmail.com

SKILLS

Microsoft Office



Adobe Photoshop



Adobe Indesign



Adobe Illustrator



Digital Marketing



Market Analysis



Budgeting



UX Design



Adobe Premier



Marketing Planning



LANGUAGES

Mandarin Native

English Full

EDUCATION

Michigan State University

Masters Degree in Advertising
09/2015- 05/2017 GPA 3.8

CERTIFICATIONS

University of California, Los Angeles
Design Communication 2019
UX Design 2020

Marketing Manager with proven success in running email marketing campaigns and implementing marketing strategies that have pulled in a 20% increase in qualified leads. Proficient in content, social media and inbound marketing strategies. Skilled, creative and innovative.

WORK HISTORY

Marketing Manager

Peony Tours, CA 06/2017- Current

- Generated attractive and consistent graphic designs for use in digital & print marketing campaigns
- Developed TV commercials with result driven messages to stimulate engagement and reach target audiences
- Consulted with product development teams to enhance products based on customer data
- Capitalized on industry and marketplace trends to strategize solutions and enhance business operations
- Reduced marketing costs 25% by streamlining marketing roles, leveraging communications materials, monitoring budgets, and developing protocol
- Helped incorporate product changes to drive customer engagement and annual profits
- Devised and deployed online marketing plans with effective SEO, social media and viral video campaign strategies
- Compiled product, market and customer data to forecast accurate sales and profit projections
- Built brand awareness and generated leads while managing internal and external marketing campaigns and programs
- Increased profit margins by 20% through maximizing new product introductions
- Managed \$350,000 marketing budget and associated P&L to develop and execute marketing strategies, budgets, and sales plans for travel business segments

INTERNSHIPS

Marketing Intern

US China Press, CA 06/2016- 09/2016

- Developed and implemented marketing strategy for cross platform social media campaigns
- Collaborated with team members to help expand marketing channels, which increases customer engagement by 23%
- Assisted in creation of annual, quarterly, and seasonal marketing plans through ongoing, customer driven data analysis
- Planned and executed bi-annual marketing events

Digital Marketing Intern

Keys to Community, MI 12/2016- 04/2017

- Promoted and tracked engagement on the “Lansing’s summer love” project
- Created eye catching and functional digital design to use on multiple platforms
- Collaborated with management team to devise a strong and concise content creation calendar
- Regularly created and updated monthly reports

Jiajun (Jaden) Li

jli167@illinois.edu • (708) 539-1625 • 950 S Flower St, Apt 704, Los Angeles, CA 90015

EDUCATION

University of Illinois at Urbana-Champaign

Bachelor of Science Double Major: Statistics and Economics (STEM Designation)

May 2019

GPA: 3.82/4.00

- Honors: Dean's List (2016 - 2018)

PROJECT EXPERIENCE

Online News Popularity Prediction

RStudio

- Cleaned and formatted over 40,000 observations and 61 features for model selection, and prepared principal components analysis to reduce irrelevant dimensions
- Used supervised machine learning models such as logistic, Naive Bayes, Supported Vector, Decision Tree and KNN to predict the popularity of online news articles for nation-wide publishers

Infant Health Condition Analysis

SAS

- Developed a Poisson log linear model to predict the health condition of about 2 million infants based on the mothers' characteristics, including education level, birth delivery method, and prenatal care type

PROFESSIONAL EXPERIENCE

Sirius Automation Group Inc.

Oct 2019 - Present

Business Analyst

Buffalo Grove, IL

- Aggregate internal and external data using SQL into analysis and dashboard and realize data visualization through Tableau to formulate solutions for staying up-to-date in industry trend and evolving and scaling existing framework
- Develop a comprehensive understanding of the operational workflow, identify KPI and management expectation to make recommendations on business strategy and short-term plans

Learfield IMG College

Aug 2017 - May 2019

Marketing Specialist & Broadcast Announcer

Champaign, IL

- Analyzed pre-game data for home and opponent teams and players to predict game results; organized post-game information review for future trend analysis
- Promoted University of Illinois sports industry towards students through managing different social media platforms and preparing push notifications on Twitter, Facebook, and WeChat; attracted more than 500 followers in 2 months
- Provided commentary for over 25 University of Illinois Men's Football and Basketball games every year and collected internal information by interviewing players on the press conference for content marketing

Everbright Securities Co., Ltd.

June 2018 - Aug 2018

Summer Business Analyst

Guangzhou, China

- Built prediction models in RStudio and Excel of future demand trends and potential key performance indicators; created a dataset in the healthcare industry through organizing and analyzing related data from 2015 to 2018
- Analyzed for an acquisition project between a listed healthcare company and a private target with a deal size of \$600 million by preparing analytics-based solutions and transaction reports
- Performed due diligence on the client company through asset allocation check, market analysis, financial statements verification, and field investigation to ensure the accuracy of its financial performance

China Construction Bank

July 2016 - Aug 2016

Business Development Intern

Guangzhou, China

- Provided investment advisory service to customers, communicated with clients in need, and collected customer information and feedback aimed at improving service quality
- Updated daily cash reports and presented the structured seasonal reports to the top management team

LEADERSHIP EXPERIENCE

Chinese Student and Scholar Association

May 2016 - May 2019

Event Organizer and Participant

Champaign, IL

- Arranged and organized more than 15 recreation and sports-related activities, such as basketball tournaments and vocal competitions for both local residents and college students
- Managed multiple internal projects with five other departments aimed at strengthening cooperation within the organization, communicating and following-up with participants to ensure project goals were met

SKILLS & INTERESTS

- Technical Skills: RStudio, EViews, SAS, SQL, Tableau, Microsoft Office Suite, Adobe Photoshop
- Language: Native in Mandarin Chinese and Cantonese, Fluent in English
- Interests: Modern Art, Photography, Music, Technology, Traveling, Basketball, Football, Golfing

Shih-Yu (Maggie) Wang

LinkedIn: [linkedin.com/in/shih-yu-maggie-wang-928886179](https://www.linkedin.com/in/shih-yu-maggie-wang-928886179)

maggiewang0522@gmail.com

+1 (949) 664-6798

Irvine CA 92612

Relevant Skills

Social Media: Hootsuite, Canva, MailChimp, Facebook, Instagram, Twitter, LinkedIn

Personal: Observant, Communication, Creativity, Open-mindedness, Adaptation, Empathy

Computer: Microsoft Package, Google Analytics, Adobe Illustrator

Language: Fluent in English and Mandarin

Experience

Functional Sports Performance

CA, Irvine

Marketing Director Assistant

01/2020 -- Present

- Conduct in-depth analysis of current market to support the company in determining opportunities and threats within a competitive environment of the industry
- Suggested and implemented a highly successful opportunity for company growth
- Collaborated with the marketing director in creation of marketing campaigns including marketing events, video ads, and social media strategies

Shanti Orange County (Mental Health Services)

CA, Irvine

Social Media Development Team Assistant, Receptionist

09/2019 – 12/2019

- Perform front desk duties, including daily client greetings, professional phone calls answering, and handling emergency situations and procedures
- Improved company brand cognition on social media, including creation of Canva images and implicated writing contents that strengthen the relationship between clients and the company
- Organized and participated in planning of 3+ educational events, health fairs and community events
- Involved in organizational, administrative, and programmatic tasks required in running a non-profit and social service agency

Yuanta Commercial Bank

Taichung, Taiwan

Financial Manager Assistant, Asset Management Division

07/2018 – 09/2018

- Supported the financial manager expand new global business by communicated with larger corporates
- Participated in discussing and presenting the new global market strategies by introducing new financial instruments
- Analyzed and summarized daily market trending for customers awareness

Education

University of California, Irvine

Irvine, CA

B.A., Psychology and Social Behavior (Cumulative GPA: 3.56/4.0)

09/2016 – 03/2020

3 years straight Dean's Honor List from 2017 to 2019/2020 Winter Quarter

- Relevant Coursework: Advertising, Intro to Business, Sales Management, Social Media Communication, New Media

Activities/Rewards

- UCI's 24th Annual Writing Awards: Academic English 20B
- Member of the Pi Beta Phi Fraternity for Women (Fall 2017 -Winter 2018)
 - Core Value: Philanthropic service to others

Professional Summary

A natural storyteller with proven success as a marketing professional focused on building a solid market presence for brands through strategic planning and problem solving to maximize revenue, increase awareness and solidify loyalty.

Work History

Salamander Resort & Spa

03/2016 to present

Director of Marketing – Middleburg, VA

Champion brand and property strategic marketing initiatives for advertising, social media, e-commerce, public relations and event marketing that maximize profitability for the Forbes Five-Star resort in order to achieve revenue and market share goals. Write and executed a creative annual business plan and budget for hotel, F&B outlets, recreation/equestrian, and spa. Created and deployed 360-degree marketing plan that integrates all aspects of marketing and positions luxury resort as the number one generator of room nights for the brand and grew social media 300% within three-years. Daily activities include public relations outreach and agency management, create new programming and special event activations, advertisement placement and design (print, digital outlets, Google PPC), website updates and design, create all collateral insuring it meets brand and Five Star standards, social media monitoring and content development (organic and paid) for three accounts on nine platforms, planning and execution of robust electronic direct mail plan, and manage all third-party websites.

Increased website revenue 30% yoy, group RFPs by 63%, wedding RFPs 67% yoy, email database 25% yoy, and increased spend per stay 8% yoy with email campaigns.

Won Visit Loudoun's Marketing Campaign of Year for 2018 with "Keeping Up with Cupcake" programming.

Mandarin Oriental, Washington DC

01/2013 to 03/2016

Director of Communications – Washington, D.C.

07/2014 to 03/2016

Managed all earned, paid and owned media to cultivate publicity and grow hotel's visibility both as a luxury business and leisure destination in the nation's capital; developed public relations strategies and tactics; produced and implement strategic marketing direction for all advertising, print and digital; managed communications operating budget; created all general marketing materials for leisure and group guests; produced and distributed email and direct mail consumer marketing initiatives; and planned strategic social media calendar for paid and organic posts.

Public Relations Manager – Las Vegas, NV

01/2013 to 07/2014

Projected a favorable and professional image of the Las Vegas resort through the organization and deployment of various media relations campaigns; developed and executed marketing and advertising initiatives; managed daily social media efforts and launched the hotel's Instagram page.

N9NE Group at Palms Casino Resort

05/2012 to 01/2013

Public Relations Manager – Las Vegas, NV

Supervised day-to-day management of all public relations and public affairs for 9Group venues at Palms Casino Resort - Rain Nightclub, Moon Nightclub, ghostbar, Palms Pool & Bungalows, N9NE Steakhouse, NOVE Italiano and Scarlet - while maintaining an open dialog and positive working relationship with property partner.

Kirvin Doak Communications

01/2010 to 05/2012

Account Executive – Las Vegas, NV

Oversaw account management, business development and assisted in leading a team of account coordinators and assistant account executives. Developed, planned and implemented public relation strategies for diverse line-up of clients including MGM Resorts International (ARIA Resort & Casino, The Shops at Crystals, Vdara Hotel & Spa, and the company's entire Food and Beverage program), Michael Jordan Celebrity Invitational, Nevada Cancer Institute, Machine Guns Vegas and Sky Combat Ace. Other clients included: Studio 54, Tabu Ultra Lounge, WET REPUBLIC, Hyde at Bellagio, Ravella at Lake Las Vegas, Opportunity Village's Great Santa Run and the last 'Martinis with the Mayor' event with Oscar Goodman.

KFYR-TV NBC News

03/2009 to 12/2009

Morning News Anchor and Reporter – Bismarck, ND

As the Country Morning Today Anchor, Producer and Reporter, was responsible for stacking and planning show, writing news copy, editing VOD video, checking wires continuously, coordinating satellite feeds, and making contacts within the community for reliable sources in individually generated stories as the live correspondent.

KPVI-TV NBC News

04/2006 to 03/2009

Weekend News Anchor and Reporter – Pocatello, ID

As Weekend Anchor, Co-Producer, Assignment Editor and Weekday Reporter, was responsible for writing news copy, checking wires continuously, coordinating satellite feeds, assigning news topics to other weekend correspondents, delivering educated and informative ad-lib, and generating creative and original story ideas daily for weekday coverage.

Education

Idaho State University - Pocatello, ID**Bachelor of Arts:** Mass Communications


Women's Soccer Team, Captain

Skills

Microsoft Office, PowerPoint, Photo Shop, NAVIS, ELMO email organizer, MailerMailer, HootSuite, Facebook, Instagram, Twitter, SnapChat, Google Analytics, Campaign URL Builder, Sprout, Tack, TripAdvisor, Yelp, OpenTable.

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Henry C. Chung

(909) 782-2591 

hchung2101@gmail.com 

14714 Bordeaux Lane 

Chino Hills, CA 91709

OBJECTIVE

Innovative problem solver with strong technical, analytical and quantitative skills. Proven accomplishments in product development, sales and marketing. Performs well under pressure.

EXPERIENCE

MARKETING MANAGER / BUYER

Jan. 2016-Jan. 2020

85°C Bakery Cafe (U.S. Corporate Office) Fullerton, CA

- Directed successful market launches of 42 new products and 27 promotional campaigns that generated a 6% yearly profit increase over a 3-year period based on 146 million in annual revenue.
- Created and implemented a new advertising strategy targeting female, ages between 20 to 40 years old, had contributed an additional 3% increase in same-store sales.
- Sourced and negotiated with vendors for multiple long-term contracts and agreements valued at \$15+ million.
- Devised an open line of communication platform to enhance interaction between R&D, Production, QA/QC, Operation and the Logistics Departments for on-time target objective achievement.
- Improved a 7 members of the Marketing Team's performance by establishing short- and long-term goals supported through training, mentoring and continued development. Reported overall Marketing achievements directly to the CEO.
- Identified cost-cutting opportunities between R&D, Production Dept., and vendors that result in over \$120,000 in annual cost avoidance.
- Successfully negotiated a 10% operating costs reduction companywide through supply chain optimization, greater transparency with the vendors and improved monthly budget controls and oversight.

PRODUCT MANAGER

Aug. 2011-Dec. 2015

Sentron International Inc. La Verne, CA

- Directed and managed several key accounts (Menards, Ace Hardware Corp., HD Supply, Tuesday Morning and Overstock.com) on the annual /promotional programs valued at \$5+ million in annual revenue.
- Interacted with VP of sales, vendors, Shipping Forwarders/Custom Brokers, and QA/QC teams to ensure the highest quality of materials was purchased and a stable stream of inventories. Kept the manufacturing defective rate under 2%.

ASSOCIATE MANAGER

Oct. 2009-Jul. 2011

Sumdex Inc. City of Industry, CA

- Sourced and negotiated with new overseas and local manufacturers to secure highly competitive costs. Achieved corporate goal to obtain annual bid projects from top 10 U.S. retailers.
- Planned and executed monthly Marketing campaign projects and performed post-sales analysis reports.

EDUCATION

Bachelor of Business Administration

June 2009

University of California at Riverside

Marketing & Business Management

SKILLS

- Strong proficiency with SAP application and MS Office (Excel, Word, PowerPoint, and outlook).
- Extensive Retail Operation Management, Sales and Operation Planning, Budget Preparation, Cost Analysis, Supply Chain & Resource Management.
- Interpersonal skills with a solid work ethic and cross-functional approach with all company divisions
- Strong organizational skills, high emphasis on prioritization, multi tasking and time management.
- Exceptional listener and communicator in a highly complex and analytical thinking environment.
- Proficient in English and Mandarin.

Tony Lin

Creative | Design | Direct | [Linkedin](#)

Portfolio Link: www.xeverfree.com

Address 933 Braewood Ct, South Pasadena, CA, 91030

Phone +1-213-820-0054

Email xeverfree@gmail.com

PROFESSIONAL EXPERIENCE

EZVIZ Inc. A Hikvision Company | Global Leader in Video Surveillance Technology

City of Industry, CA

Creative Marketing Manager | Jan 2018 - Present

- Led 5-person creative team to establish global brand style guide for implementation across global markets to ensure consistent brand messaging.
- Collaborated with cross-functional teams internationally to direct, shoot and animate products' feature & benefits videos as well as life-style commercials.
- Designed and produced advertisement material for use on both traditional print and digital media platforms. This led to a 30% increase in follower growth on social media, with 5M+ impressions together with Google, Amazon combined and 45% engagement rate increment from Q3 to Q4 2019.
- Worked with retail partners, Walmart, Best Buy and The Home Depot, to develop in-store sales strategies, marketing material and promotional programs that resulted in 40% sales growth from Q3 to Q4 2019.
- Designed company showroom at the annual Consumer Electronics Show (CES) to promote the brand, showcase the latest product offerings and enhance the overall user experience, resulting in worldwide coverage by approximately 150 media outlets with more than 80M global impressions.
- Fostered transparent and accountable work culture by setting clear actionable goals for team members while maintaining high creative standards.

C2k Entertainment | Award-winning Digital Agency

Los Angeles, CA

Art Director [Hands on] | Aug 2015 – Dec 2017

- Art Directed the campaign for the world premiere of Toyota's [Prius Prime](#) at New York Auto Show 2016, which was attended by approximately 1 million visitors.
- Art Directed Providence Saint John's Health Center's [75th Anniversary 360° Campaign](#) across digital/traditional medias, local radio/in-cinema spots, and OOH. The campaign not only raised the Health Center's local awareness but also resulted in 16M+ impressions.
- Art Directed the customer journey of [Dubai Emaar Group's Creek Harbour Sales Pavilion](#) for prospective buyers of Dubai's newest and tallest luxury estate development, the Dubai Creek Tower.
- Art Directed Proactiv Japan's [marketing videos](#) for television spots. It was awarded the 2017 International Best Spot by ERA Moxie Award.
- Art Directed and animated the opening short-film for University of Southern California's [50th Anniversary of the Viterbi Algorithm](#) event.
- Established overall campaign visual guidelines and supervised creative teams in a fast paced, ever changing environment.
- Led the cross-functional teams to design, coordinate and elevate project pitches for new business efforts, outreach and implementation.

Defend Paris | French Fashion Apparel Brand

Los Angeles, CA

Creative Director [Hands on] | Oct 2014 – May 2015

- Utilized the existing brand guideline to refine and localize the brand identity for Asia Market.
- Led the International cross-functional teams to develop packaging systems for new products.
- Oversaw the creative content for brand development in both digital and traditional media.
- Collaborated with YG Entertainment of Korea to develop campaign concepts for the Defend Paris Asia broadcasting commercials.

Samsara Workshop | Luxury Silver Accessories Brand

Los Angeles, CA

Creative Director [Hands on] | Mar 2010 – Sept 2016

- Directed cross-functional teams to develop brand identity from concept to execution on both digital and traditional media.
- Strategized and developed the brand's visual contents both in creative direction & hands-on execution (Lifestyle / Product).
- Led the product design and productions from concept to finish with external manufacture partners.
- Collaborated with PR partners that resulted in the brand exposures in medias such as W magazine, Flaunt Magazine, Bello, LA Canvas and with celebrities such as Russell Brand, Jason Priestley, American Reject and Steve Aoki.

Fast Break Entertainment | Award-winning Production Agency

Los Angeles, CA

Art Director [Hands on] | Jun 2006 – May 2007

- Art Directed ESPN's "Back N the day" show. Hands-on for the show's art direction, opening animation, lower third and sequence cards.
- Art Directed Fox Sports Net's "Stars on Stars" show by NBA All-Star Stephon Marbury. Hands-on for the show's art direction and opening animation.

Education:

Art Center College of Design - Pasadena, CA

2005 BFA | Graphic Design/Motion Graphics

University of Southern California - Los Angeles, CA

2000 – 2002 | Fine Arts

Language: Fluent in both English and Mandarin Chinese.

JIA-KAI (KAI) JHOU

Los Angeles, CA · (626) 413 7128 · Jia-Kai.Jhou.2019@marshall.usc.edu · LinkedIn.com/in/JiaKaiJhou

**Product marketer with an MBA from USC; 5 years of B2B and B2C marketing experience;
3 years of product marketing experience (GTM strategy, sales enablement, product development)**

EXPERIENCE

Big Blue Door (Software startup focused on subscription-based CPG products) – Los Angeles, CA **2018 – Current**

Product Marketing Manager

- Conducted consumer value proposition research and designed subscription business model and loyalty program with \$100K+ projected monthly revenue per store
- Developed strategies to incorporate AI into mobile app to enhance customer engagement
- Analyzed demographic reports and competitive landscape to identify two new store locations

Macronix (First Taiwan company listed on NASDAQ; #1 global NOR flash memory provider) – Hsinchu, Taiwan **2013 – 2017**

Senior Product Marketing Specialist (2015 – 2017)

- Designed repositioning and Go-to-Market strategies for a product with excess inventory, discovered a unique selling proposition based on data analysis, launched campaigns and increased sales volume by 30%
- Managed \$260K+ exhibition project at Electronica (world's leading electronics trade fair) in Munich, Germany to create brand awareness, increasing on-site consumer purchase intent by 20%
- Collaborated with Vice Presidents of Marketing to develop cross-functional communication protocol to align product development and market demand forecasts

Marketing Communications Specialist / Webmaster (2013 – 2015)

- Analyzed market segments and created customized pitch decks and marketing collaterals with localized content for CEO and global salesforce across 8 countries
- Generated 450K+ Google Ads impressions and reduced Cost-Per-Click (CPC) by 75% using \$1K budget
- Led IT team to automate data update process for ecommerce website, improving project lead time by 70%

Administrative Enforcement Agency, Ministry of Justice (Military Service) – Taipei, Taiwan **2011 – 2012**

- Won Outstanding Performance Award by supervising 50-person team

EDUCATION

University of Southern California, Marshall School of Business – Los Angeles, CA **May 2019**

Master of Business Administration (MBA); Marketing and Business Analytics Concentration

- *Honors:* 2019 Fellow, Reaching Out MBA (ROMBA); 2019 Fellow, Marshall Leadership Fellows Program; USC Lambda Scholarship Recipient
- *Leadership:* Board Member, USC Lambda Alumni Association; Session Director, ROMBA Conference
- *Case Competition:* 1st Place, AT&T Case Competition (Brand Strategy)

Graduate Certificate in Marketing

- *Relevant Courses:* market demand and sales forecasting, marketing strategy, branding strategy

National Chiao Tung University – Hsinchu, Taiwan **June 2011**

Bachelor of Business and Administration, Management Science

- *Leadership:* Co-Founder, Sweden Alumni Network in Taiwan (certified by Swedish government)
- *Study Abroad:* Management and Economics of Innovation, Chalmers University of Technology, Sweden

SKILLS AND INTERESTS

- *Technical Skills:* R; SQL; Tableau; C++; Microsoft Project; Excel; PowerPoint; Word; G Suite; Salesforce
- *Languages:* Mandarin (fluent); Japanese, Spanish, and Swedish (basic)
- *Certifications:* Certified Scrum Master (CSM); Google Analytics; YouTube Channel Growth Certification
- *Volunteer:* TourMeAway free walking tour guide in Taipei with 5-star reviews on TripAdvisor
- *Interests:* Traveling (32 countries in 5 continents); Pop culture (AMC A-list, talk shows, mobile gaming)

Letter of Recommendation for Jia-Kai (Kai) Jhou

To Whom It May Concern,

I am the founder of Big Blue Door, a retail/tech startup based in Los Angeles, CA. As a senior ex-CPG leader who has worked at PepsiCo and P&G for over 20 years, I am leading the team to reimagine the future of retail in a post Amazon era and build the world's first smart retail ecosystem powered by a mobile app. Our connected retail ecosystem will include physical stores and an e-commerce hub connected by a highly intuitive digital consumer interface. We are connected to USC, UCLA, Kellogg and Wharton students and faculty as we build a coalition of the experts in the development of multiple components of a very complex business ecosystem.

Kai Jhou started to work with me in the summer of 2018 and has since continued to support us across various parts of our business. His contributions have been extremely valuable, and he single-handedly gave us the start we looked for. We were very fortunate to have met with Kai via career services at USC Marshall School of Business. He has delivered outstanding quality and quantity of work in the area of strategy, consumer value proposition, business operations, as well as business model economics. Kai came into our startup when we were just starting some very intense business model development work. He took immediate charge on identifying the total addressable market, running early simulations on revenue forecast by estimating store traffic, average transaction sizes, and profitability. Even in the absence of data and insights, Kai delivered valuable analysis on business growth scenarios.

I found Kai to be enormously curious, always a step ahead in solving difficult business problems. He brought enormous amount of clarity in how we should see our revenue mix, growth, and profitability across various types of consumers. Kai's natural bent toward visualizing complex business model discussions via some very helpful excel worksheets and data driven decision trees. He quickly assumed the role of a very valuable end-to-end business analyst and started to provide the team great insights into how the various components of our business model would work together to drive total system value.

Kai has maintained a very positive, can do, winning attitude – always ready to get into the trenches and help us solve complex problems. He works with an intense amount of focus and energy. I was surprised that he would respond at lightning speed, demonstrating a sense of urgency, commitment and engagement I have rarely seen. Kai remains extremely open to feedback. He is hungry to learn. He brought an amazing amount of collaborative spirit often ensuring that we brought along all our team members as we progressed our way forward through development.

I will whole heartedly support and endorse his candidacy for employment in any organization. Should there be any further questions, please do not hesitate to call me at **972-983-3835**.

Very Sincerely,

Farhan Hasan

Founder, Big Blue Door

E-mail: farhan@bigbludoor.com

Mobile: 972-983-3835



JOHN ZHONG

CONTACT

626 215 8594
jzhong93@gmail.com
Monterey Park, CA
linkedin.com/in/
john-zhong-30a81a101

EDUCATION

BS in Marketing
Riverside, CA
University of California, Riverside
2011-2015

SKILLS

- Adept in Technology
- Adaptability and Agility
- Adobe Photoshop CC
- Customer Service
- E-Commerce
- Google Analytics
- Photography
- Social Media
- Team Collaboration

LANGUAGES

- Cantonese (Fluent)
- English (Fluent)
- Mandarin (Intermediate)
- Vietnamese (Fluent)

PROFILE

A motivated tech-savvy individual with an entrepreneurial spirit who is a jack of all trades, looking to secure a full-time position in a dynamic and stable work environment where I can utilize my skills to benefit mutual growth and success. Always a learner first.

WORK EXPERIENCE

Social Media Manager

Heroproof | November 2019 - Current

- Serve as a visionary for social media and digital content strategy
- Manage social media planning for execution of marketing strategies and community engagement
- Collaborate with influencers that led to an increase of impressions, followers, and website clicks
- Monitor online presence of company's brand, engage with users, strengthening customer relationships

Marketing Assistant / Lead Photographer / Editor

Freshware | October 2017 - Present

- Collaborate with social media influencers to develop a strong brand awareness across e-commerce channels that resulted in 35% growth (off-page SEO)
- Optimize Shopify website and listings (across e-commerce channels) by updating content, providing detailed descriptions, etc (on-page SEO)
- Work with Vendors to introduce new products and discuss marketing strategies to increase sales
- Lead over 100+ product photoshoots, edited photos, and created A+ content and descriptions for online listings
- Manage inventory of over 300+ SKUs to ensure adequate inventory, accurate count, and receiving and purchasing
- Manage all customer service concerns and issues in a professional manner
- Perform logistics coordination to guarantee timely deliveries to customers and deliveries from shippers
- Work alongside CEO with the creation of a new SKU
- Perform daily office admin tasks

IT Tech Support Analyst / Marketing Assistant

Intact Info | November 2016 - October 2017

- Supported multiple clients with technical issues via phone, e-mail, and on-site
- Managed over 100+ domain hosting, server, and email hosting
- Managed high-profile clients website via WordPress and Shopify by updating content, uploading blocs, adjusting meta-tags, descriptions, etc.
- Purchasing and managing over 100+ clients stock photography
- Link Building (off-page SEO) through directory submissions, video submissions, video sharing, products reviews, blog creating & posting, and social media engagement

Chris Liang Light, MBA

West Covina, CA 91791

626-271-5575 lightchrisl@gmail.com

[linkedin.com/in/chris-light-mba](https://www.linkedin.com/in/chris-light-mba)

CAREER PROFILE

Innovative and passionate marketer with 17 years of marketing and sales experience working in major international corporations and start-ups.

Collaborative leader with high Emotional Intelligence and a track record of managing international cross-functional teams and agencies to achieve growth in sales, share, and margins. Skillful at simplifying complexity coupled with the ability to communicating effectively.

SKILLS AND EXPERTISE

Branding, Budgeting, Client Relationships, Consumer Insight and Communication, Creative Advertising, Marketing Collateral, Event Marketing, Mandarin (Chinese) Fluency, Social Media Optimization (SEO, SEM), Market Research and Analysis, Operation Processes, P&L, Product Development and Launching, Sales.

PROFESSIONAL EXPERIENCE

Tak Shing Hong Inc. | City of Industry, CA

General Manager / Head of Marketing and Sales | 2019-Present

The largest purveyor of American Ginseng, Traditional Chinese Medicine, & nutritious goods in the Americas

- o In charge of marketing and sales for E-Commerce, Wholesale, and Retail divisions.
- o Leading re-branding efforts.

B & A Maintenance LLC | W. Covina, CA

General Manager / Director of Operations | 2018-Present

Partner | 2016-Present

General Contractor Services Provider for Commercial & Residential Properties

- o Optimizing business processes, operational procedures, and client management
- o Increasing operational profits month over month through closely managing P&L and KPI
- o Maintaining accounts by improving communications and fostering relationships with clients and contractors
- o Building and coaching teams to meet and exceed customer expectations and satisfaction

Q&B Foods Inc., Division of Kewpie Corp. | Irwindale, CA

General Manager / Director of Marketing | 2017-2018

World's Second Largest Manufacturer of Condiments (Kewpie Mayonnaise and Salad Dressings)

- o Optimized brand and product recognition by implementing rebranding marketing strategies via both traditional and digital marketing efforts in Retail, Club Stores and Foodservice
- o Created marketing plans and managed P&L which led to increased sales by 30% within 10 months

- o Expanded brand equity, generated compelling brand story and creative copywriting, upgraded brand presence at expos, in-store events and on Social Media
- o Tripled customer base by streamlining Customer Service processes
- o Led rebranding effort and winning the 1st place Gold award in salad dressing category by Specialty Foods Assoc. and Dressing of the Year finalist by Assoc. of Dressings and Sauces

AHCO Foods | Chino, CA
VP of Sales and Marketing | 2014-2017

Start-up Unit of an International Manufacturer of Cereals, Oils, Foodstuffs, plus Consumer Electronics

- o Established this new business unit, brand, and product line from the ground up
- o Optimized P&L and negotiated favorable terms with international manufacturers of ingredients and packaging
- o Led international cross-functional teams, successfully developed 12 Spiced Salt Seasonings from concept to market for Retail and Foodservice
- o Maximized ROI and established brand presence thru both traditional and digital marketing by generating compelling storytelling and creative copywriting that delighted consumers
- o Oversaw and stewarded international trading of edible salt, peaches, pears, mandarin oranges, and penetrated markets thru insightful market research, development, and execution of marketing strategies
- o Expanded product line by developing 9 SKUs of imported Fruit Cups & Cans – branded and private labels

Luna Verde Design | Long Beach, CA
Marketing Director | 2013-2014

Start-up Marketing Agency Specialized in Creatives Services

- o Increased customer base by 20% and earned extended contracts by optimizing P&L and clients' ROI on creative services and improved client relationships
- o Coached key accounts to achieve higher profit margin by utilizing KPI and optimizing business processes.
- o Produced customized brand campaigns, promotions, and advertising programs for key accounts

Ajinomoto Foods N. America Inc. / Amoy Food Limited | Torrance, CA
Manager of Sales and Marketing | 2006-2013

Japan's Largest Manufacturer in the Food & Beverage Industries

- o Grew brand recognition and sales of 70+ products (96 SKUs) by optimizing P&L for Retail and Foodservice
- o Optimized ROI and multiplied products' usage frequencies by generating 100+ multi-ethnic cooking recipes
- o Partnered and built sound relationships with 600+ foodservice operators and chefs, executed events, expos, and trade shows, grew significant brand equity as well as exceeded sales target
- o Optimized branding, PR, media plans, crisis communication, and reputation management of MSG (Monosodium Glutamate) - one of the most controversial consumer products in the world
- o Served as a bilingual spokesman during live radio, TV, public events, and nationwide trade shows
- o Expanded brand and product recognition by generating creative marketing strategies, storytelling, and copywriting in English and Chinese
- o Pioneered E-commerce and Social Media efforts, including informational videos, radio and TV commercials

Nestle USA - Foreign Trade Div. | Glendale, CA
Coordinator of Sales and Marketing | 2003-2006

World's Largest Food & Beverage Company

- o Exceeded annual targets year over year by executing sales and marketing strategies along with optimizing ROI
- o Managed KPI, expanded distribution rate, increased sales and strengthen brand presence by serving as a spokesman and executing trade shows, school events, and media plans
- o Optimized brand management of 12 products (38 SKUs - Maggi Flavor Seasonings and Instant Soups, Nescafé Instant Coffee, Carnation Evaporated Milk and Cereal, Nestle Creamer and Condensed Milk, Milo Beverages, and Frutips Confectionery)

EDUCATION AND SPECIALIZED TRAINING

Master of Business Administration, Loyola Marymount University | Los Angeles, CA

Bachelor of Commerce / Economics, University of Yangon | Myanmar

Landmark - Professional Training & Coaching | Los Angeles & Orange County, CA

Computer Networking Certs., Cal Poly University | Pomona, CA

Microsoft System Certs., SEA College of Technology | Brea, CA

Licensed Private Pilot / Aeronautics, Federal Aviation Administration



ACCOUNTANT



Average salary
25/hour

Average experience
3 years

Tammy Zhang

Temple City, CA 91780 | 626-310-2023 | tammyhzhang@hotmail.com

EDUCATION

Foothill College 01/2015 - Present
Major in Accounting

University of California, Berkeley August, 2013
Bachelor of Arts in Linguistics and Chinese Language

Pasadena City College December, 2010
Associate in Arts, General Studies

COURSES COMPLETION FOR CPA EXAMS

- Tax Accounting, Financial Accounting, Managerial Accounting, Cost Accounting, Payroll Accounting, QuickBooks

WORK EXPERIENCE

Accountant, Skeehan & Co. Pasadena, CA 01/2018 – Present

- Compile financial statements including bank reconciliation and general ledger entries
- Prepare payroll and sales tax returns with online filing and payment submission
- Prepare 1099s and W2s
- Prepare individual and corporation income tax return drafts for CPAs to review
- Correspond with government agencies in response to tax notifications and/or audit inquiries

Accountant, John Wu CPA Inc. San Gabriel, CA 01/2014 – 12/2017

- Performed bookkeeping and prepare financial statements
- Interviewed clients to collect, organize, and analyze tax documents
- Advised and answered clients on tax topics with strong research, written and verbal skills
- Payroll and Sales Tax Manager of 200+ accounts processing payroll and sales tax returns
- Trained peers on tax software including EasyAcct, AMS 1099-etc, Lacerte, QuickBooks, and Excel

Program Specialist, Sunny International Exchange Inc. Monrovia, CA 06/2014 – 11/2014

- Analyzed client portfolios to create customized programs
- Coordinated with university program directors to facilitate long term study programs

Chinese Tutor, UC Berkeley Dept. of E. Asian Language and Culture. Berkeley, CA 01/2012 – 05/2013

- Developed weekly tutorial and led discussions for 40-60 students from beginner to advanced level
- Improved the tutorial program by weekly instructors meetings and student feedback

Peer Advocate. UC Berkeley Transfer, Re-entry, and Student Parent Center (TRSP) 08/2011 – 07/2012

- Advised students on navigating the university, campus resources, and academic success
- Established and managed projects to train new and continuing peer advocates

SOFTWARE

- Lacerte, Intuit EasyAcct, QuickBooks, Accounting CS, CFS Tax Software, AMS 1099-etc, Excel, Word, and Outlook

SUMMARY

A self-motivated, well-educated and experienced finance professional with strong accounting background and deep understanding of financial statements. Demonstrated research, data processing, and analytical along with presentation skills to facilitate data-driven decision-making across organizations.

CORE COMPETENCIES

- Planning/Forecasting/Budgeting
- Financial Modeling
- Financial Analysis
- Financial Reporting
- Data Collection & Consolidation
- Communication
- Benchmarking
- Risk Identification

EDUCATION**The Ohio State University, Fisher College of Business**

MS Finance (STEM) – Corporate Finance, *Magna Cum Laude*

GPA: 3.74, Core Capstone Project: Equity Research of Dollar General

Columbus, OH

Aug. 2018 – May 2019

University of Kentucky

Bachelor of Finance, Minor in Economics, *Cum Laude*

GPA: 3.67, Wildcat Welcome Scholarship: Top 10% students

“2+2” joint educational program and dual degree of China University of Mining and Tech.

Lexington, KY

Aug. 2012 – Dec. 2016

PROFESSIONAL EXPERIENCES**Amber Light Career Consulting LLC*****Financial Analyst Intern***

- Collected sales data and provided monthly report to perform month-end close process
- Assisted senior analyst with preparing annual report and identifying risk and opportunity plan
- Forecasted the performance based on scenario and sensitivity analysis on financial statement

Irvine, CA

Oct. 2019 – Now

The Joseph Group Capital Management***Team Consulting Project, Action-Based Course Experience***

- Performed a new investment fund (Interval Funds) evaluation through market research, data collection and consolidation, risk and return analysis; made recommendation on portfolio that generate a stable growing return
- Provided the presentation for asset management team and presented insightful research reports; served as liaison between clients and the team to facilitate communication; built and distributed regular and ad-hoc reports to clients

Columbus, OH

Feb. 2019 – May 2019

Kam P. Lee Accountancy Corporation***Staff Accountant***

- Provided payroll services and tax return services on year-end taxation for 200+ individual clients
- Prepared company registration documentations, including legal and financial, for five start-up clients
- Mentored three junior staff analysts and examined tax files prepared by them to ensure accuracy and compliance

San Gabriel, CA

Jan. 2017 – Jan. 2018

CEFC Wanda Futures Corporation***Intern for Asset Management Department***

- Educated 30 clients on asset management by developing tutorial materials of risk management models
- Drafted contracts model for five new asset management products to predict market size and competitive landscape
- Built presentation deck on in-company business plan by working with asset management & marketing department

Shanghai, China

Jun. 2016 – Jul. 2016

TGE Gas Engineering GmbH***Intern for Financial Department***

- Reconciled, audited, and corrected invoices to facilitate month-end closing process and improve compliance
- Simplified and automated the year-end tax process by building Excel models to calculate effective tax rates

Shanghai, China

Jul. 2015 – Aug. 2015

ACTIVITIES**Core Member - Chinese International Fraternity Alliance of UK**

- Fundraised \$1000 sponsorship to host intercollege basketball game
- Collaborated with ten university students to shoot advertising video for University's Chinese basketball team
- Designed posters and Wrote press releases for specialized lecture about career plan for international students

Aug. 2014 – Dec. 2016

Leader - Publicity and Education Department of the Student Union of CUMT

Aug. 2012 – Jun. 2014

- Led team of 20 volunteers; organized specialized lectures on different topics, including one with 200+ attendance
- Prepared bookkeeping on expense and supervised delegation of responsibility

AWARD, CERTIFICATES & SKILLS

Software: Excel, PowerPoint, Bloomberg, Lacerte Tax software, AME Accounting Software, Franklin CPA, SAS, VBA

Certificates: **Level 2** of National Computer Rank Examination, Bloomberg Market Concepts Certificate

Award: **1st prize** of Multi-college Simulation Stock Trading Contest

Language: Fluent in oral and written Chinese

Nelson Jung

Irvine, CA 92620 | (408) 440-6711 | nelsonjung95@gmail.com

EDUCATION

Chapman University

B.S. Business Administration, Specialization in Finance

Orange, CA

Graduated Dec 2017

- Relevant Coursework: Finance, Business Analytics, Statistics, Accounting, and R Code
- Awards: Chapman University Founder's Scholarship

EXPERIENCE

Pacific Summit Energy – Subsidiary of Sumitomo Corporation

Jr. Risk Analyst - Credit

Irvine, CA

Feb 2019 – Present

- Analyzing customer's key ratios/trends, benchmarking financial performance and reviewing liquidity facilities and capital structures to determine their credibility.
- Underwriting over \$5 million dollars in new credit applications for corporate customers and trading counterparties.
- Generating daily and monthly reports that actively monitor the firm's unsecured credit lines exposures.
- Developed and utilizing a VBA function that tracks the current exposure of high-risk natural gas producers.
- Managing the firm's daily bilateral collateral movement with margining counterparties.

Strivr Labs, Inc.

Jr. Accountant/ Financial Analyst

Menlo Park, CA

Aug 2018 – Dec 2018

- Forecasted 2019-20 travel spend (representing ~12% of annual expenses) for employees and projected hires.
- Designed a break-even analysis model that calculated the P&L for every new/existing sports business contract.
- Managed the entire Accounts Payable function of processing invoices, saving W-9s and approving expense reports.
- Tracked cash flow on a weekly basis; assisted management with asset financing decision.

Blackberry Limited

Accounts Payable Specialist

San Ramon, CA

Jan 2018 – July 2018

- Audited thousands of expense reports for over a yearlong period to ensure reports were T&E policy compliant.
- Created a T&E audit summary that helped management construct methods to reduce company travel expenditures.
- Manipulated excel data using conditional statements and generated pivot table charts for expense reports.
- Utilized NetSuite ERP software to identify non-compliant reports and supported employees with further actions.

TIBCO Software Inc.

Transaction Tax Analyst Intern

Palo Alto, CA

May 2017 – Aug 2017

- Reconciled all payable sales & used tax accounts using Excel spreadsheets; maintained on monthly basis.
- Prepared and filed over 45 state and local income tax returns and payments for TIBCO customer's transactions.
- Created pivot table charts for revenue reports, showing sales by legal entities billed-to the different regions.

Cobalt Power Systems

Permit Coordinator

Mountain View, CA

Apr 2015 – Jan 2016

- Utilized commercial source application, SugarCRM, to organize permit submission and approval date.
- Coordinated construction permit timelines with clients, government authorities and utility companies.
- Prepared computer-aided design plans for permit submission based on the different jurisdiction guidelines.

LEADERSHIP AND ACTIVITIES

Delta Sigma Pi International Business Fraternity

Vice President Scholarship & Awards Committee

Orange, CA

April 2016 – Dec 2017

- Incentivized brothers to excel in school by offering the Brotherly Scholar of the Month Award.

Monta Vista High School Wrestling Team

Junior Varsity Head Coach

Cupertino, CA

Oct 2014 – Mar 2015

- Promoted camaraderie between teammates to work together in reaching both team and individual goals.

OTHER

Skills: Proficient in Chinese Mandarin, Cantonese and Microsoft Excel, Word, PowerPoint and R Statistics

Interests: Wrestling, Investments, Running, Cycling, Jiu Jitsu, Boy Scouts of America, Basketball, and Cooking

Xiaoxuan Qu

1 Lilac Irvine, 92618; 786-660-0061; quxiaoxuan110@gmail.com

EDUCATION

St. Thomas University, — **Bachelor of Business Administration in Accounting**

August, 2012—May, 2015

LEADERSHIP INVOLVEMENT

St. Thomas University, Miami Gardens, Florida

August, 2012—May, 2015

- Undergraduate Student and Programs Dean's list student, Fall Term, 2014&2015
- Treasurer of Chinese Student Association, August, 2013—May, 2015

WORK EXPERIENCE

Brighton Management, Orange county area, California

July, 2018—Present

Senior Corporate Accountant

- Manage monthly accounting closing procedures, prepare and analyze property financial statement for multiple entity
- Monitor cash accounts on daily basis and prepare monthly bank reconciliations
- Review AP Invoices and approval the payment
- Responsible for timely payment for property tax, sales tax and occupancy tax and tourism tax
- Improved month-end closing and tax filing procedures to make more accurate reporting
- Coordinate with General Manager and controllers by providing consultancy
- Present financial statement to regional manager and provide help in budgeting
- Assist external CPA with yearly tax return
- Train controllers with compliance process and auditing

Ernst Young, Orange county area, California

Nov, 2016—July, 2018

Tax Accountant

- Provide Clients with coordinated understanding of the relevant jurisdictional tax issues for indirect tax
- Understand business transaction, test and validate the data from the clients by using access database
- Manage and compliance initial setting including registration, exemption, filing and payment method
- Reply state notice
- Responded to inquire from tax authorities

Hernandez & Company, CPA, Coral Gables, Florida

May, 2015—Oct, 2016

Account Manager

- Manage full cycle of accounting using QuickBooks and SAP
- Created Month and Year end adjustments
- Reconcile payroll and Bank
- Answer emails and phone calls, and meet with existing and potential clients.
- Assistant tax manager to prepare tax return

Pricewaterhouse Coopers, Zhong Tian LLP, Shenzhen Branch

July, 2014 — September, 2014

Internship – Assurance & Audit

- Ensured compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
- Documented audit procedures (work through) and cross-referenced work papers.
- Propose adjusting trial balance and discussed audit findings with clients.
- Identified and communicated accounting and auditing matters to seniors and managers.
- Prepared PBC (Provided by Client) lists and confirmation requests.

INTERESTS AND SKILLS

- Languages: English and Chinese (Mandarin)
- Computer: M-3, QuickBooks, SAP, SQL Database, Microsoft Office software: Word, Excel, and PowerPoint.

RELEVANT COURSEWORK

-
- Financial Accounting; Advanced Accounting; Accounting Information System; Auditing; Federal Income Tax etc. (8 courses in Accounting & 2 courses in Financial Administration)

VOLUNTEER

The Women's Breast Health Initiative, Miami Gardens, Florida

Spring, 2013

Volunteer

- Assembled 600 packages to distribute in outreach efforts to prevent breast cancer

SUMMARY

Highly accomplished Accounting Manager with extensive experience in Corporate Accounting, Finance and Manufacturing Accounting. Ability to motivate and lead highly productive diverse teams in order to enhance and fully implement new business processes to maximize business management. A strong team player and communicator, who highly values personal and integrity. Ability and desire to roll up sleeves and be hands-on in an entrepreneurial fast-paced environment with an enthusiastic spirit that no job is too big. Strong interpersonal skills and ability to communicate effectively across department.

Areas of Expertise

- | | | |
|----------------------------------|---------------------------------------|----------------------------------|
| • Standard Cost Analysis | • Budgeting & Planning | • Inventory Management |
| • Bill of Material/Router | • GAAP, IFRS Compliance | • Variance Analysis |
| • ERP Systems | • Internal Control, SOX Compliance | • Inventory Physical/Cycle Count |
| • Revenue/ Gross Margin Analysis | • labor and overhead absorption rates | • Manufacture Variances Analysis |

EXPERIENCE

Elite Aerospace Group, Irvine, California

Accounting Manager

04/2018-06/2019

- Managed daily activities for Accounting, Accounts Payables, Cost Accounting and Treasury.
- Managed the preparation and distribution of internal financial statements and reports, maintaining the highest quality, reliability and accuracy.
- Managed monthly closing process, including reconciliations and analysis of related accounts.
- Coordinate the Company's annual audit with the independent auditors.
- Developed and maintain the integrity of the financial reporting process and financial controls.
- Coordinated, develop and update written policies and procedures over the financial reporting process.
- Maintained and strengthen internal controls over financial reporting.
- Researched and resolved accounting issues including evaluation and implementation of new accounting pronouncements to ensure US GAAP compliance.
- Recommended the changes as needed and ensure that company policies and procedures are followed and establishes the proper techniques.
- Collaborated and coordinated effectively across all departments within the organization to provide accounting support, analysis, and recommendations.
- Maintained timely the accurate recording of fixed assets and related depreciation including the proper treatment of capitalization of purchases or lease and expenditures.

Johnson & Johnson Vision Surgical, Santa Ana, California – \$82.2 Billion

Financial Analyst IV-Consultant

08/2017-04/2018

- Compiled and prepare company's monthly inventory master report and calculate inventory DOHs.
- Conducted and performed quarterly and yearly inventory Planning, Forecast and Budgeting
- Developed and preparer Excess, Obsolete and Slow-Moving Inventory analysis based on company's new policy.
- Performed Inventory accounts analysis monthly and yearly.
- Participated in current initiatives including cost reduction affordability commitments, management of controllable costs and leading process improvements.

- Established and composed Company's Inventory Cycle Count Procedures to Support financial policies and procedures that adhere to internal control procedures and SOX.

NDC Technologic, Inc., Irwindale, California

Sr. Cost Accountant-Consultant,

12/2017-04/2018

- Updated Standard Cost in the bill of Material. Review standard and actual cost for inaccuracies.
- Closed work orders and analyzed scrape reports variance and straighten out issues.
- Analyzed and monitored labor and overhead absorption rate.
- Coordinated physical inventory and cycle counts, investigate variances and resolve issues.
- Reconciled and analyze raw material, finished goods and WIP inventory to perpetual to GL.

Guess? Inc., Los Angeles, California – **\$2.5 Billion**

Sr. Finance Analyst

06/2002/05/2016

- Compiled, draft and review periodic Securities and Exchange Commission filings such as 10-Q and 10-K.
- Composed and analyzed Footnotes of financial statements quarterly and yearly.
- Prepared supplemental schedules on key accounts impacting gross margin, the expense to revenues, and distribution costs, performed reviews of processes and procedures to identify and quantify profit opportunities and efficiency improvements.
- Prepared reports, analysis, and explanations for monthly manufacturing variances.
- Participate in system migration, implementation and conversion of Manufacturing System in costing structure set-up, data interface to and from multiple systems and reporting as well as Oracle R12 upgrade.

American Racing Custom Wheels, Rancho Dominguez, California – **OEM of Chrysler \$800 Million**

Cost Accountant,

06/1998-06/2002

EDUCATION

CPA - Active in California

California State University, Los Angeles, California: Bachelor of Business Administration, Accounting.

SKILLS:

Excellent communicator, fluent in Mandarin Chinese. Computer proficient in SAP. BW, Oracle, Epicor, QuickBooks, Essentus, Golden, AS400, CA/PRMS, Data Warehouse, Microsoft Excel, Microsoft Access, Microsoft Outlook, Microsoft Word.

Resume

Linda Lee

27353 Las Nieves, Mission Viejo, CA 92691

Tel: 949-916-9690 Cell phone: 949-331-5204 Email: yplee1210@gmail.com

Work Experience:

Alpha Sensors. Inc. Oceanside, CA

Aug. 2005 – Present General Accountant

- Process Accounts Payable, Cash Receipts including credit card, wire & checks. Bank reconciliation.
- General Journal Entries, Maintain & reconcile general ledger accounts.
- Prepare monthly financial statement and reports.

Trigem America Corp., Foothill Ranch, CA

Mar. 2004 – July 2005 Accounts Receivable Specialist

- Duties include daily sales order posting. Cash receipt application, bank reconciliation and daily sales & account collection report, assist with month end closing.

Mercedes-Benz of Westwood, Westwood, MA

Oct 2002 – Feb. 2004 General Ledger Accounting Specialist

- Daily general journal entry, General ledger account reconciliation.
- Account payable-Electronic direct transfer.
- Monthly closing and preparation monthly financial statement.
- Car insurance and warranty administration related issues.

Global Engineered Products Inc., Brookfield WI

Jan. 1999 – Feb. 2001 Accounting Assistant

- Account receivable, Account payable, manage cost accounting.
- Overseas manufacturers sourcing, negotiation of prices.
- Receipt and inspection of goods, inventory control.

Education:

Jan. 1989-June 1991 M.B.A. (majoring in finance) University of Toledo, Toledo, Ohio

Mar. 201-Aug. 2002 Accounting Certificate, Southern New Hampshire University

Courses : Intermediate accounting,, cost accounting, Federal
Taxation. etc.

Sep. 1976-June 1980 B.A. Department of Oriental Language (Major: Japanese)

2nd major: International Trade

Chinese Culture University, Taipei, Taiwan

Special Skills:

1. Language: Japanese, Chinese (Mandarin).
2. Familiar with generally accepted accounting principles and practices.
3. Peachtree, Quickbooks, ERP.

Dong Lu

7353 Ellena W
Rancho Cucamonga, CA 91730
Cell: (626) 217-5971
E-Mail: donglujob@gmail.com

OBJECTIVE

Seeking an accounting position to enhance my professional skills in a dynamic yet stable workplace.

EDUCATION

Bachelor Business Administration, Major: Accounting
California State University, Fullerton

EXPERIENCE

Allstars Corporation, Ontario, CA
Accountant

2/2018 – 2/2020

- Oversee daily transactions, including accounts payable/receivable, general ledger and bank reconciliations.
- Posts customer payments by recording cash, checks, and credit card transactions.
- Updates receivables by totaling unpaid invoices.
- Manage month-end and year-end closing.
- Prepares asset, liability, and capital account entries by compiling and analyzing account information.
- Documents financial transactions by entering account information.
- Organize financial data into usable information and maintain updated records.
- Reconciles financial discrepancies by collecting and analyzing account information.
- Summarizes receivables by maintaining invoice accounts; coordinating monthly transfer to accounts receivable account; verifying totals; preparing report.
- Protects organization's value by keeping information confidential.
- Maintains financial security by following internal controls.
- Prepares payments by verifying documentation, and requesting disbursements.

Speed Mobile Inc. (T-Mobile Retailer), City of Industry, CA
Account receivable / Marketing Sales Associate

10/2013- 4/2016

- Data input, process all orders and invoicing.
- Balances daily batches and reports, prepares income reports and statistics, distributes reports.
- Receives and receipts cash items, posts and reconciles payment to general ledgers.
- Computing sales prices, total purchases and processing cash or credit payments.
- Prepare month end sales report.
- Develop positive long-term customer relationships.
- Utilizing customer service and selling skills to solve customer problems and/or meet their needs
- Recognized forthcoming customer initiatives and kept up with local competitors
- Assisting with and participating in marketing efforts to solicit new business, including but not limited to outbound calling, promoting the brand inside and outside the store/retail location

SKILLS

- Computer software skills include, Excel, Windows OS, Mac OS, and Microsoft Office Suite
- Accounting Software: QuickBooks
- Bilingual: Fluent in both English and Chinese

Huiyan “Vicky” Liang

451 Solano Ave, Los Angeles, CA 90012 • imhuiyan@gmail.com • 415.988.5322

EDUCATION

California State University, East Bay, Hayward, CA

Graduation Date: 08/2018

Major: B.S. Business Administration—Accounting

CLASSES

Introduction to Managerial Accounting

Intermediate Financial Accounting I & II&III

I: in the intermediate financial accounting sequence. Topics include: conceptual framework for financial reporting and standard setting, accounting process, financial statements, and accounting for revenue recognition, cash, receivables and inventories.

II: time value of money, operational assets, current liabilities and contingencies, bonds and long-term notes, investments, derivatives and leases.

III: Income taxes, pension, shareholders' equity, employee compensation, earnings per share, accounting changes and error corrections, and statement of cash flows.

Fund of Information Systems and Applications: Focus on the basics of hardware/software, and applications. Hands-on applications include using spreadsheet, database, word processing, and web applications. Satisfies PC software proficiency requirement

Elements of Probability and Statistics

WORK EXPERIENCE

Accountant

Advance Tuning LLC (*City of Industry, California*)

12/2018 - 09/2019

- Processing refunds on a daily basis to patients via Paypal.
- Responsible for Accounts Receivable and Accounts Payable activities, including, disbursements, invoicing, collecting payments, handling refunds, and performing account reconciliation procedures.
- Assist the accounting team with the month end closing process, particularly as it relates to Accounts Payable, Accounts Receivable, Customer Deposits, and expense reporting
- Prepare daily sale activity report including daily fee, sale, and refund.
- Reconcile bank statements, invoices, expense reports and identify discrepancies in clients' data for accuracy.

Accounting Assistant

Your Network Solution (*Union City, California*)

5/2018-11/2018

- Assist with quarterly compliance reporting and submit sales/payroll tax payments for 50 client companies to the federal and state governments;
- Reconcile bank statements, invoices, expense reports and identify discrepancies in clients' data for accuracy by using Quickbook;
- Processed non-exempt and exempt payroll Including but not limited to hires, bonus, tax information, and benefit deduction information.

CSUEB Library Assistant

07/2017- 08/2018

California State University, East bay (*Hayward, California*)

- Collaborated with other student assistants to keep the library organized and easy to use;
- Checked out and checked in books, journals, reserved books and other library materials;
- Sorted books for shelving.

AT&T Event Manager

Jan 2018

AT&T (*Fremont, CA*) CMPG (*Alhambra, CA*)

- Educated Asian Indian consumers about AT&T/ DIRECTV services;
- Gained insights from Asian consumers by conducting a survey;

VOLUNTEER EXPERIENCE

Tax Preparer

6 months./ 2016 - 2018

Tax-Aid (*Oakland, California*)

- Prepared individual tax returns and explain results to both Chinese and English speaking clients;
- Increased total tax refunds in the community by \$20,000+ annually by helping low-income families claim eligible tax credits such as the Earned Income, Additional Child and American Opportunity Tax Credits.

SKILLS

Language Skills: English (Working Proficiency) & Cantonese and Mandarin (Native Proficiency)

Skills: Microsoft Office (Word, PowerPoint, Excel) & Quickbook & AME

Huiyan “Vicky” Liang

451 Solano Ave, Los Angeles, CA 90012 • imhuiyan@gmail.com • 415.988.5322

Jing Yang

15810 Kingston Rd.,
Chino Hills, CA 91709

(818) 922-5728
ubiubi.v@gmail.com

Education:

Beijing information science & Technology University

B.S., Computerized Auditing

Graduated in 07/2010

California State University, Northridge

M.S., Engineering Management (Engineering Economy and Lean Management)

Graduated in 05/2013

Applicable Coursework:

- Financial Accounting
- Cost Accounting
- Management Accounting
- Financial Auditing
- Economic Analysis
- Applied and Stochastic Statistic
- Engineering Financial and Cost Analysis
- Engineering Operations Research
- Lean Manufacturing and Six Sigma
- Language Arts and Mathematics
- Computer Science

Experience:

Cheung & Chu, CPA, APC Accountant (06/2013 – now)

- Responsible for bookkeeping, performing daily ledger entries, month-end reconciliation, balance sheet account schedule and financial statement analysis for multiple clients.
- Responsible for preparing and reviewing income tax return for individuals, corporations, partnerships, trusts and U.S. related foreign companies.
- Responsible for consulting for business owners to identify problems and communicating suitable solutions. And involving setting up corporations, Limited Liability Company and personal company. Also responsible for writing bylaw, operating agreements, minutes, and preparing changing and dissolving documents
- Involving with report sales tax & payroll tax
- Working with other team members on tax and financial planning for clients.
- Participated in helping client solving tax problem with tax authorities
- Communicating status of work with managers on timely basis

Beijing Institute of Aerospace Information, Beijing, China

Accountant Intern (07/19/2010 – 09/19/2010)

- Responsible for daily monitoring of cash, A/R, and various current liabilities.
- Assisted in preparing the annual financial reports as well as annual taxation.
- Participated in constructing and formulating annual budget predication and modeling.

Skills:

- CPA candidate. (Passed all 4 sections)
- Fluent in both Chinese (Mandarin) and English.
- Proficiency with MS Excel, Word, and PowerPoint.
- Six Sigma Green Belt
- Familiar with ProSeries tax program, Lacerte tax program, AME payroll program, and Quick Book.
- Ability to work independently and meet deadlines.
- Successful working in diverse-global work environments.
- Apply information creatively to specific problems or tasks.
- Follow through with plans or decisions.

Emilio Ramirez

1-909-300-2199

erramirez318@gmail.com

Objective

Further Accounting experience in all aspects of business.

Education

Bachelor of Science, Business Administration: Management

California State Polytechnic University, Pomona

Experience

Accountant I, Ajinomoto Foods

April 2019- Current

- Verify and Enter Freight Invoices Daily to the Expense Account allocated to Freight
- Follow Up with Vendors Weekly on Pivot Table generated regarding Invoices missing required paperwork
- Reconcile Vendor Statements Monthly to safeguard against Discrepancies and monitor Discounts that might materially affect Weekly Invoice Remittances
- Correspond Daily with Transportation Department regarding Purchase Orders not yet Accrued in Freight Subledger for Accounts Payable
- Weekly Assistance of Reviewing the Freight Budget by Monitoring Discrepancies between Purchase Orders that have been set aside for a Speed Voucher in JD Edwards, and the Invoice Batches Entered
- Journalize, Reconcile, and Report Monthly Prepaid Insurance for Containers Shipped by Ocean Cargo
- Calculate Monthly Straight-Line Depreciation for eventual Journal Entry and Account Reconciliation of Capital Expenditures related to Office Equipment
- Reconcile Monthly Bank Statements for the Cash Account set aside for Payables and Expense Remittances
- Perform Reversing Entries for Checks not Cleared, and Purchase Orders not Invoiced, within 60 days

Junior Staff Accountant, LulaRoe

August 2017- April 2019

- Recorded and Notated Daily Wires, Checks, Withdrawals, Sales, Sales Returns, and Wire Returns that were received from the Bank into our accounting system, Net Suite
- Reported Daily Sales, Discounts, Shipping, and Taxes for Promotional Items generated from Square, Inc to match against Inventory List and Stripe Deposits for import into Net Suite
- Reviewed Bank of America Credit Card Transactions against Expense Reports Imported and Journalized automatically to Credit Cards Payable
- Entered Weekly Journal Entries related to Payroll based on reports generated by payroll provider, Paycom
- Maintained Weekly Audits of transactions coded to Miscellaneous Expense to determine appropriate adjusting entries
- Posted Monthly Adjusting Entries to properly reflect the Balance Sheet accounts assigned for Month End Close
- Monthly Analysis and Import of Zions Bank Visa Credit Card Transactions to Net Suite
- Monthly Reconciliations of Balance Sheet accounts for Cash, Inventory, Employee Benefit Payables, Credit Cards Payable, and Accrued Accounts Receivable
- Reviewed and Examined discrepancies in both the Balance Sheet and Income Statement per Controller approval

Accounting Associate, Gearys

May 2017- August 2017

- Generated Credit Card Excel Spreadsheets from Microsoft Great Plains to Reconcile against Merchant Connect Reports
- Itemized Rolex, Patek Philippe, Jewelry, Glassware, Tabletop Sales, Wedding, and Consumer Traffic for Daily Sales Activity Report
- Entered Daily Credit Card Sales for Visa, Mastercard, American Express, Discover, JCB, and Union Pay in Spreadsheet for Credit Card Sales
- Monitored Operating Cash Flow by Detailing Bank Statement Balance, Credit Cards in Transit, and Payments or Checks Cut from Accounts Payable
- Adjusted the Credit Card Sales Spreadsheet against Posted Credit Card Batches from the Bank Statement
- Recorded Journal Entries of Daily Credit Card Sales according to their Subsidiary Accounts in the General Ledger
- Notated all Payments on Account by Check E-Deposits, Bank Deposits, and JCB/ Union Pay Payments in Great Plains
- Daily Reconciliation of Receivables Payments, Cash, and Credit Card Sales against the POS Stations in Beverly Hills and Century City, and Cash Excel Spreadsheet
- Input Correcting Entries for any Discrepancies that may arise between Actual Sales and Invoices
- Facilitated Payables Processing by Matching Respective Purchase Orders with Invoices and Entering in Great Plains
- Assisted with Payable Check Runs by Matching Invoices and Processing Payments by Phone or Online
- Responsible for Daily Correspondence with CEO, CFO, and Senior Management regarding Daily Sales and Cash Flow
- Maintain Constant Contact with All Payables Vendors regarding Account and Payment Statuses
- Account for Sales Locations on Beverly and Rodeo Drive in Beverly Hills, and Westfield Mall Location in Century City

Accounts Payable Accountant, Technicolor

October 2016 – March 2017

- Input Invoices for Various Company Entities sent Electronically through Verifier Program
- Reviewed Daily Invoice Batches in COMARCH ECM to Verify Information is Correct for General Ledger
- Utilized SAP ERP Database for Research and Retrieval of Purchase Orders and Vendor Information
- Retrieved Company Mail for Input of Physical Invoice Copies into Verifier Program
- Assistance with Daily and Ad Hoc Payments for Various Entities by Matching Invoices through COMARCH ECM and SAP
- Pivot Table Analysis to Calculate Current Invoices for Department Financial Evaluations
- Corresponded with Staff Accountants in each Company Entity to Maintain and Ensure Accuracy of Data Entry and Payments

Accounts Payable Clerk, BCBG Max Azria Group

February 2015 – August 2016

- Logged, Document Matched, and Entered Payables Related to Retail, Finished Goods, Work In Progress, Contractors, and Freight Vendors
- Auditing of General Ledgers through RNV Purchase Order Accounts, Advances, and Accruals for the Month and Fiscal Year End
- Maintained and Oversaw Aging Payable Schedule through the use of Excel Pivot Tables
- Monthly Receiving and Reconciling of Payable Statements with Invoices Entered in JD Edwards
- Processed and Mailed Check Payments to Contractors on a Weekly Basis
- Daily Phone Correspondence with Various Departments and Vendors to Facilitate Payable Processing
- Reviewed Travel Expense Reports for Trips Made Domestically and Internationally
- Assisted with Processing and Reconciliation of American Express Reports through Excel V-Lookups

Accounting Assistant/Administrative Assistant, New Standard Power Transmissions

May 2014- February 2015

- Entered and Received Payments of Receivables to Chinese Factory and American Warehouse Sales
- Payments Included Cash Applications for Checks, ACH's, and Credit Card Transactions
- Mailed, Faxed, E-mailed, and Followed Up by Phone on Factory and Warehouse Sales Invoices for Collections
- Processed Sales Orders and Created Sale Invoices, Packing List, and Bill of Lading for American Warehouse Sales
- Expedited and Received Back Order Sales to Factory in China
- Recorded Receivables for Sales from Factory in China
- Entered Payables for Monthly Payment of Parts Production
- Followed Up and Verified with Vendors Source Documents for Payment Submittal of Warehouse Accounts Payables
- Weekly Reconciliation and E-mail Submittal of Factory Receivables' and Payables' Data Entry and Payments
- Assist with Monthly American Warehouse Bank Reconciliation
- Customer Service includes quotes for New and Recurring patrons
- Administrative Duties include filing, reception work, and login of mail

Bookkeeper/Administrative Assistant, Gutierrez Financial Forensics

January 2014- May 2014

- Maintained Accounting of General Sole Proprietorships and Not-For-Profit Clients on Quickbooks 2014
- Entered Data for Deposits, Withdrawals, Checks, Payroll, and Credit Cards Transactions
- Processed Monthly Bank Reconciliations
- Audited the General Ledger Accounts on a monthly basis
- Receptionist and Administrative Duties, Filing, Create Documents, Maintain Organization of General Office and Client Information

Receptionist & Clerical Assistant, Cal Poly Pomona Learning Resource Center

August 22, 2011- December 11, 2012

- Scheduled, Maintained, and Edited Over Fifty Student and Class Group Appointments for tutor programs
- Answered, Transferred, and Kept a log of phone calls related to student inquiries, making student appointments, and messages to Learning Resource Center Administrators
- Verified Purchase Invoices of the University Bookstore against Program Purchase Orders
- Rescheduled and Added Tutor and Clerical Hours by Supervisor's Discretion
- Tracked Student Evaluations of Tutors for Resource Center Credit and Student Progress
- Filed and Organized GWT Waiver & CPU 401 documents in accordance with Academic University policies
- Receive and Expedite daily faxes documents to be given to University Writing Center consultants
- Assisted in Filing and Processing of Tutor Employment Applications
- Assisted Office of Academic Affairs expediting of student petitions into their database

Skills

Word, Excel, PowerPoint, Outlook

Great Plains, QuickBooks, JD Edwards, NetSuite, and SAP

Stripe and Square Inc

10 Key, 65 wpm

Personable, Organized, Fast Learner

Prepared, and Responsible

Learning Mandarin Chinese, Japanese, Korean, and Spanish

References

Sara Meda	1-951-833-1428
David Reyes	1-714-906-0293
Hugo Gutierrez	1-909-933-1155
Larissa Sealey	1-323-830-9083



OFFICE ASSISTANT



Average salary
15/hour

Average experience
1 years

Dorothy Hudson

dhudson@oxy.edu ❖ (979) 587-1516 ❖ Los Angeles, California

WORK EXPERIENCE

Occidental College

Sept. 2016 – Present

Student Office Assistant

Los Angeles, CA

- Design eye-catching posters for various academic lectures to increase student and community attendance
- Create distinctive Google docs and forms for various departmental needs that better organize information

CLD PR

Jan. 2020 – Present

Intern

Los Angeles, CA

- Write compelling drafts of press releases for various brands represented by the company to garner excitement around new collection launches
- Catalog new clothing sent by brands into company's Launchmetrics account to better organize the showroom

Asian American Tutorial Project

Mar. 2017– Present

Liaison/Administrator

Los Angeles, CA

- Oversee a group of 80 college aged students (from Occidental College, UCLA, and USC) while they tutor 90 elementary school children aged 6-11 to ensure smooth sailing during tutoring
- Handle communication between the three college clubs, the elementary school, and LAUSD to better facilitate tutoring sites

East Meets West/Seoul Cosmetic Surgery

June 2019 – Jan. 2020

PR & Marketing Intern

Seoul, South Korea

- Write engaging SEO friendly copy for new Seoul Cosmetic Surgery website to increase web traffic
- Constructed engaging and clean web pages for the new Seoul Cosmetic Surgery website

URIKA ENTERPRISE CO., LTD (悅順有限公司)

April 2019 – June 2019

Drymile Intern

Taipei, Taiwan

- Assisted in the creation of a Kickstarter page for the sock shoe that resulted in more cohesive copy
 - Visit the page at <https://www.kickstarter.com/projects/drymile/drymile-100-waterproof-packable-sock-shoes>

EDUCATION

Occidental College

May, 2020

BA, Comparative Studies: Literature and Culture, Chinese Studies

Los Angeles, CA

- Dean's List, 3.7/4.0 GPA
- Studied abroad in Taipei, Taiwan Spring 2019 at National Chengchi University (國立政治大學)

SKILLS & INTERESTS

- **Skills:** fluent in Mandarin Chinese, proficient in Classical Chinese and Latin, Microsoft Office, Google Services, WordPress, SEO, Launchmetrics
- **Interests:** listening to BTS; skincare; watching Korean dramas; traveling; eating good food

Danhui Wu

Los Angeles, CA | danhuiwu@usc.edu | +1 2132348987 | www.linkedin.com/in/danhui-wu-usc

EDUCATION

University of Southern California, Viterbi School of Engineering

Master of Science in Analytics

- GPA: 3.90/4.0

Los Angeles, CA, USA

Sept 2019 - May 2021(Expected)

University of Chinese Academy of Sciences

Master of Science in Material Physics & Chemistry, Shanghai Institute of Ceramics

Shanghai, China

Sept 2017 - Sept 2018

University of Wisconsin-Milwaukee

China Scholarship Council (CSC) Graduation Project

Milwaukee, USA

Jan 2017 - Jun 2017

- Grade: A

- CSC Excellent Undergraduate Exchange Scholarship;

North China Electric Power University (NCEPU)

Bachelor of Science in Materials Science and Engineering

Beijing, China

Sept 2013 - Jun 2017

- GPA: 3.51/4.0; Rank: 1/43;

- Second Prize at American Mathematical Contest in modeling; University First-level Prize (top 3%)

SKILLS

R, Python, SQL, AMPL, Microsoft Office, Arena Simulation Software

WORKING EXPERIENCE

ISoftStone Information Technology Co., Ltd.

Project Manager Assistant Intern at Smart Business Union

Wuhan, China

Nov 2018 - Mar 2019

- Investigate demands and solve problems such as low work efficiency and social insurance fraud
- Collected and analyzed data using R to improve the government's work efficiency by 30%
- Presented weekly to project manager about the progress of project and completed the project on time

ACADEMIC PROJECT

Class Data Analytics & Consulting Project for Kiana Analytics (Ongoing)

Major Leader *Advisor: Prof. Sid Mohassb*

Los Angeles, CA, USA

Jan 2020 – May 2020

- Use tools like python to investigate the security and targeted marketing industry challenges, market prospects and inform client needs;
- Leverage analytic techniques such as python machine learning to use Wi-Fi and location data to guide client decision-making
- Synthesize and communicate results to clients and class teams and implement solutions

Kaggle Competition - ASHRAE - Great Energy Predictor III

Major Leader

Los Angeles, CA, USA

Oct 2019 - Dec 2019

- Run exploratory data analysis by visualizing trends, correlations and distributions between label(meter reading) and attribute.
- Proceed feature engineering and compare non-tree models(Linear Regression) and tree model(LightGBM)
- Tune hyperparameters and evaluate models by 2-fold cross validation

National College Students' Innovation and Entrepreneurship Training Program

Team Leader

Beijing, China

Oct 2015 - Sept 2016

- Led a team consisting of 4 students from different majors to develop an automatically controlled device for avoiding cooking fire
- Finished summary session in front of 200 hundred participants and got evaluation of "good" nationwide

EXTRACURRICULAR ACTIVITY

Learning Department of School of Energy Power and Mechanical Engineering

Member

Beijing, China

Sept 2013 - Jun 2014

- Hosted China-Germany Exchange Meeting with 100 participants and increase community diversity
- Organized graduate students sharing session and invited 20 graduates share career experience
- Set up school debate competition and helped form 20 debate teams

Benjamin Hwang

Administrative- HS2 Academy

Duarte, CA

benjamin.hwangtymanagement@yahoo.com

(626)650-3299

Work Experience

Administrative Assistant

HS2 Academy - San Marino, CA, US

September 2014 to Present

Aid in daily activities including calls to customers, setting up daily schedules and rosters, managing a staff of teachers, assembling many spreadsheets daily, and facilitating sales seminars.

Handling a student base of 50 high school kids in an afterschool study center environment. Making sure everyone is on task and grades are up to par. Assisting each and every student, making sure they are reaching their potential and get accepted to the best university that fits their needs.

Sporadic projects involving research of universities, national libraries, and college rankings. Compiling data that will be used during sales seminars.

Interact with current and potential customers in English and Chinese and attempting to make sales over the phone.

Real Estate Investment Analyst

C&P Investment Group LLC - Monterey Park, CA

February 2016 to December 2018

PART TIME: Analyzed prospective property investments by using recent trends and data

Aid with day to day office clerical duties including data management and file organization.

Managed commercial real estate properties within San Gabriel Valley and Asia. Properties included apartments as well as retail commercial centers.

Loan Officer

Royal Business Bank Inc - San Gabriel, CA, US

July 2013 to September 2014

Loan underwriting with a focus on commercial real estate and construction loans.

Tax Return analysis, collateral, personal, global cash flow and budget to loan analysis.

Presented at Director's Loan Committees in order to have multi-million dollar loans approved by the bank's directors.

Formulated quarter, monthly, weekly reports including General Ledger, Performance Reports, Board Reports, FDICIA reports, and real estate area analysis using primarily Microsoft Excel and Microsoft Powerpoint.

Portfolio management which consists of insurance obtainment, title policy, appraisal report reviews, collateral assessment, construction disbursements, and substandard loan restructuring.

Maintained strong customer relations with numerous general contractors, real estate developers, and high-level investors.

Experienced with FISERV and DIRECTOR banking systems.

Acclimated with opening new accounts for business entities.

Coordinator

Beijing Olympics Committee - 北京市
November 2007 to September 2008

Facilitated day to day responsibilities including setup, security, and construction
Assisted with athlete admission, guidance, and service
Aided in ticket sales, customer service, and language interpretation
Assisted with children's programs including fitness workshops and basketball camps for the youth at the Olympics.

Real Estate Agent

Suntree Realty - Chandler, AZ, US
August 2006 to June 2007

Commission based pay. Tasks included working with prospects, acquiring and keeping service listings
Confer with escrow companies, lenders, home inspectors, and pest control operators to ensure that terms and conditions of purchase agreements are met before closing dates.

Education

None in Chinese language

Beijing Language and Culture University - 北京市
April 2005 to June 2006

Bachelor of Arts in Finance

University of Arizona - Tucson, AZ, US
June 2004

Skills

- FINANCIAL SERVICES (Less than 1 year)
- SERVICE CENTER (Less than 1 year)
- WRITING SKILLS (Less than 1 year)

Links

<http://benjamin.hwangtymanagement.com>

Certifications and Licenses

Driver's License**Security Guard****Additional Information**

Additional Experience and Skills

- Intermediate in Chinese Mandarin communication with beginner reading, writing skills
- Licensed with a California State Guard Card.
- Acquired a tryout with Taiwanese professional basketball team Puyuan Construction which ended after two weeks and resulted with me getting released.
- Proficient in all basic computer skills needed for everyday office work.
- Clear and concise speaker and writer, listens attentively, works well in a team, motivates and supports others, team oriented.
- Also have worked in short stints during high school/college as intern for financial services firm, waiter for a Chinese restaurant, assistant at a computer repair service center, construction worker, and counselor at a kid's sports camp.

ANSON LU

Cerritos, CA | 626-688-1615 | ansonl0301@gmail.com |

OBJECTIVE

Experienced, articulate, and polished Office Manager with a solid track record of supporting administrative operations and providing HR support. Drives communications clarity, corporate and Human Resources Administration. A problem resolution strategist with a strong desire to succeed.

- Skilled in Human Resources staff training, leadership, and conflict resolution initiatives. Exceptional dedication to details and natural organizational talent. Skilled in clarifying communications, easily manage ambiguity and last-minute changes, bringing calm from chaos.
 - Poised and professional, providing administrative and HR oversight resulting in improved office support, productivity, and organization clarity. Bilingual English and Mandarin Chinese. Proficient in MS Office, SQL, Postgre SQL, and SEO.
-

CORE COMPETENCIES

- | | | |
|-------------------------------------|-----------------------------------|-------------------------|
| ⇒ HR Payroll Administration | ⇒ Evaluate Employee Performance | ⇒ Flexible/Adaptable |
| ⇒ Train/Mentor New Employees | ⇒ Clear and Concise Communicator | ⇒ Optimize Efficiencies |
| ⇒ Discrete, Polished & Professional | ⇒ Drive Team Cohesion & Inclusion | ⇒ Cultural Sensitivity |
| ⇒ Confidential and Composed | ⇒ Expert Time Management | ⇒ Employee Relations |
-

EDUCATION

B.S., Communication / Minor: International Studies – University of California, San Diego – *anticipated Mar 2020*

Provost Honor – Spring 2019 ■ Cumulative GPA 3.44

iLead Leadership Development Program Certificate at UCSD | Spring 2019

Phi Theta Kappa Honor Society | Fall 2017 ■ Google Digital Marketing Certificates | 2019

Communication Major (Transfer to UC) – Cerritos College

Dean's List Spring & Fall 2017 ■ President's List Fall 2017 ■ Cumulative GPA 3.49

PROFESSIONAL EXPERIENCE

OFFICE MANAGER | Daming Auto Repair, Artesia, CA | Jan 2016 - Aug 2018

Charged with managing daily office operations and HR administration for a high-volume auto repair business. Served as administrative assistant to the company's executive, managed daily inventories and oversight of monthly accounts. Delivered exceptional customer service and assisted in resolving problems in a timely manner.

- Managed employee payroll administration, ensured employees turned in timecards, and handled conflict resolution issues that freed up executive's time.
- Oversaw appointments and executive calendar, answered incoming communications, prioritized communications, serving as the executive's gatekeeper.

ASSISTANT MANAGER | Chur Chur Chi Mac, Cerritos, CA | Jan-Jul 2017

Brought in to manage HR duties and oversee daily business operations that assisted the onsite manager. Evaluated new staff using a monthly evaluation test and trained new personnel on customer service and store products.

- Assisted staff in operation of POS systems for sales including daily/weekly account payments.
- Trained and evaluated new/current employees and created performance evaluations based on strengths and weaknesses; provided coaching that boosted productivity and customer satisfaction.
- Assisted in HR recruiting and evaluation of qualified candidates.

SHIFT LEAD / SENIOR BARISTA | BD Restaurant Group, Walnut, CA | Oct 2014-Dec 2016

Trusted to manage shift operations and personnel, inventoried new drinks and new desserts utilizing creative ideas based on existing products that boosted foot traffic into the restaurant. Expert in customer service and food handling.

- Managed employee relations and trained/evaluated new baristas and servers based on performance.

SHIFT LEAD | Wei Chuan Foods Corporation, Taipei, Taiwan | Sep 2012 – Dec 2013

Provided shift operations leadership and customer service and support excellence. Expertly handled food, following all food safety standards and assisted the company with customer catering projects.

- Utilized visual merchandising to display and adjust products that captured consumer interest.

SUMMER INTERN | Porsche Taiwan, Taipei, Taiwan | Jun-Sep 2012

LINA P. GOV

Los Angeles, CA 90026 | linapgov@gmail.com | (323) 448-8598

CAREER OBJECTIVE

My career goal is to become a registered dietitian at a hospital, guiding individuals towards a healthier lifestyle.

EDUCATION

University of California, Los Angeles

September 2015- December 2019

- Bachelor of Science, Anthropology

Relevant coursework: Anthropology of Food, Medical Anthropology, Physiology and Human Biology

WORK EXPERIENCE

Ronald Reagan UCLA Medical Center – Neurosurgery

July 2018- Dec 2019

Research Assistant

- Collaborated with 3 research coordinators to input and verify patient data
- Developed 2-4 documents a week to organize patient data for further exploration by third party research centers
- Compiled statistics for upper-level management

UCLA Health-Rheumatology

December 2017- April 2018

Research Coordinator Assistant

- Assisted principal researchers with data input to validate pharmaceutical effectiveness
- Independently organized lab equipment twice a week ensuring accurate patient information
- Coordinated asset transport to third party facilities

COLLEGIATE & COMMUNITY ENGAGEMENT

Berendo St. Baptist Church Upper Elementary, Sunday School Bible Study Teacher 2015-present

- Adapts lesson plans for groups of 10-15 students ages 8-12
- Develops physical activities for students to build cooperation skills

Korea Campus Crusade for Christ, Social Media Coordinator

2015-2019

- Strategically tailored content to encourage community involvement
- Photographer for public events

SKILLS

- Proficient in Microsoft Office: Word, PowerPoint, Excel
- Managing social media platforms: Facebook, Instagram
- Languages: Hai-nan-Chinese, Cambodian

Pui Kai Yip
pyip@ucsd.edu
Phone: 7037283054
5112 Halifax road, Temple City, CA 91780

Summary

An administration honors graduate and highly reliable university student. Training with outstanding communication skills, photography, media techniques, software skills. Speaking English, Chinese and Cantonese. Passion with learning and complete company's goal.

Education

The University California, San Diego
Bachelor of Arts: Communication

2020 March (Expected)

Pasadena City College
Associate of Arts: Social & Behavioral Sci

Spring 2018

Skills

Communication	Adaptability	Time Management	Creativity	Teamwork
Trilingual (English, Chinese, Cantonese)		Responsible	Photography	Video Editing

Experience

Student Media Intern, (University of California, San Diego) San Diego **2019-percent**

- Helping University of California San Diego to take photo or promote video in different events which hold by student affairs.
- Helping students' affairs in media and marketing activities.
- Selected and set up motion picture or television cameras and accessories.
- Defined image requirements and planned photographic events.

Project Assistant (Media), Pasadena City College, Pasadena **2017-2018**

- Provided assistance with the preparation of project-related reports, manuscripts and presentations.
- Met schedule and deadlines by ensuring that work was completed efficiently.
- Set up, maintained, optimized and purged physical and electronic filing systems to keep records compliant and current.
- Researched topics such as current affairs and hot topic through various media and sources to obtain necessary information.

Swimming Coach, whampoa Sport Club, Hong Kong **2015-2019**

- Taught 3-12 year old children range of different swim styles.
- Evaluated their development and grouped them accordingly.

Waiter, simplyLife Bakery Cafe, Hong Kong **2016 Jan-July**

- Discussed menu items and dietary concerns, noted special requests and suggested appetizers or other additional items to meet upsell goals.
- Kept customers happy by balancing check-ins with privacy needs.
- Plated food and ensured plate presentation and food quality were of highest standard.
- Communicated with event coordinators to ensure appropriate and adequate accommodations for larger parties.

Software Skills: Microsoft Office (Word, PowerPoint, Excel), Adobe (Lightroom, Photoshop, Premiere)

KUEI-WEN LI

✉ gli74304@gmail.com

☎ +1 626-297-3039

🌐 linkedin.com/in/kuei-wen-li-bb924917a

🔗 <https://gli74304.wixsite.com/mysite>

Summary

- Experienced in graphic design with collaborating on social media.
- Highly productive and result oriented individual seeking to contribute attention to detail and accuracy in the area customer service and administrative work.

Work Experience

- 

Career Development assistant Jun 2018 - May 2019
University of the West

 - Assisted workshop
 - Assisted in collecting job information and converted into database for the new graduates
 - Designed flyers for upcoming events
- 

Residential Hall Assistant, University of the West May 2019 - Dec 2019
University of the West

 - Developed and facilitated programs related to students retention and diversity
 - Responsible for attending staff weekly meetings, discussing some upcoming missions and events
 - Conducted surveys and used information gathered to improve quality of dorm experience
 - Handled issue related to mental health crisis, drug & alcohol abuse, and assault
 - Served as a 24-hour emergency on-call support for about 200 students to address safety concerns.
 - Designed flyers, posters, and posters using Photoshop and other art mediums
 - Completed detailed RA reports daily to track discipline, student progress and areas of concern, doing community walk
 - Implemented dorm safety check after mid-term and final week
 - Negotiated conflicts according to their concern
- 

Residential Hall Desk Attendant Sept 2018 - May 2019
University of the West

 - Responsible for attending staff weekly meetings, discussing some upcoming missions and events
 - Responsible for maintenance of the fridge of dorm
 - Managed the dorm database and did invoice for residents
 - Responsible for doing package record and informing them via email
 - Classified residents' mail to their own mailing box.
 - Assisted RA for programming
- 

Admission Assistant Apr 2019 - Dec 2019
University of the West

 - Assisted in doing document checking for applied students
 - Assorted documents in the database cart



Summer Graphic Designer Intern

CSI professional inc

May 2019 - Aug 2019

- Created various materials including web posters and newsletters.
- Collaborated with a team to produce posters for advertising upcoming seminar



Admission Assistant

University of the West

Jun 2019 - Dec 2019

- Assisted in translating confidential from English to Chinese
- Assisted in doing scholarship document for master and doctor degree

Education



University of the West

Bachelor's degree, Liberal Arts, 3.78

Jan. 2018 - Dec. 2019



Fo Guang University

Bachelor's degree, Foreign languages and cultures

Aug. 2015 - Dec.2017

Skills



- Graphic Design • Adobe Photoshop • Adobe Illustrator • Acrylic Painting • Microsoft Office Suite • Bilingual in Mandarin



PIA THOI

Administrative Assistant

PROFILE

- Four years experiences in customer services in different categories and diversity culture.
- Recognized skills in mentoring, mediating between employees, and in leading team project.
- Proven ability to develop strong relationships across cultures and to provide decisive team leadership in a fast-paced environment

CONTACT



26347 Thousand Oaks Blvd
Calabasas, CA 91302



805-300-0757



linkedin.com/in/pia-thoi-b8a47b13b



pianhithoi@gmail.com



@itspiathoi

HOBBIES

Reading book
Diving and Snorkeling
Bowling
Hiking
Traveling
Social Media
Fashion

SKILLS

EDUCATION

Conejo Valley Adult School

2019

Marketing Assistant/ Administration Assistant certificates.

Relevant skills – telephone communication, email/phone/cubicle etiquette, meeting arrangement, ordering office supplies, taking inventory, paper filing, petty cash (sales tax, check book, tracking and managing

California State of University, Northridge

2015 - 2018

College graduated student in Chemistry.

Moorpark College

2011 - 2014

Associate of Science with relevant course such as Communication

Agoura High School

2010 - 2011

High school diploma earned in general studies.

WORK EXPERIENCE

Clarity Dental Center – Medical Biller

October 2019

- **Insurance:** Works directly with insurance companies to get claims processed and paid
- **Computer Skills:** Working knowledge of basic computer functions, with an emphasis on typing with 65 wpm
- **Mathematic Skills:** Working knowledge of basic math including percentages

Eyecon Optometry - Patient Coordinator/ Marketing Coordinator

September 2018 – July 2019

- **Customer Service:** Greeted patients as they arrive at the facility while assisting them in filling out registration forms
- **Data Management:** Scheduled appointments over the telephone and in person as well as verifying patients' insurance information (such as VSP, Envolve, Eyemed and MES) and provided them with clarity on coverage and co-pays. Used Office-Mate and ExamWriter to recording patient's demographic and historical background.
- **Social Media Marketing:** Maintained strong social media and brand presence across Facebook and Instagram platforms. Created and designed newsletter to send out three times per

Microsoft Word/ Excel/ PowerPoint/
Outlook

HootSuite/ Adobe Lightroom/ Solution
Reach

Customer Service/ Data
Management

Time Management/ Data Entry

Problem Solving/ Researcher

Team Leadership

LANGUAGES

English

Vietnamese

Chinese Cantonese

REFEREES



Jonathan Cacananta
Manager
Eyecon Optometry
jonprospero13@gmail.com
818-426-3843



Alexis Deharos
Supervisor
Eyecon Optometry
alexisdeharo1@gmail.com
818-614-6237



Pierre Hai Hoang
CEO
Pierre Hai Hoang Tax Return
Service
pierrehoang@aol.com
818-518-7169



Quinn Le
Supervisor
Paris Nails
quyenle8x@yahoo.com
818-401-5713

month using Solution Reach.

- **Social Media Analysis:** Monitored online presence of company's brand and engaged with users, strengthening customer relationships but using Hootsuite and Instagram.

Key Achievements

- Ensured office equipment ran smoothly and properly and managed the inventories, ordered equipment and supplies.
- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.
- Handled customers effectively by identifying needs quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Implement marketing and promotion tactics that led to 90% growth in total social media.

Hana Interpreting Service, LLC - Interpreter

May 2017 - Present

- **Interpreter/Translator:** Providing language services and performing language-specific translations/interpretations (Vietnamese and Chinese Cantonese) for medical/legal terminology.

Key Achievements

- Rendered correct concepts/meanings between source and target languages conveying clarity, tone, and style from one language to another.

Pierre Hai Hoang Tax Return Service - Office Assistant

Jan 2016 - April 2017

- **Time Management:** Scheduled and coordinated appointments for managers with customers.
- **Data Entry:** Checked data input or verify totals on forms prepared by others to detect errors in arithmetic data entry or procedure.

Key Achievements

- Deeper experience and skill in management and administration.
- Improve skill in relationship management and problem resolution.

Paris Nails - Receptionist

Jan 2015 - Jan 2017

- **Customer Service:** Responsible for greeting clients, taking phone calls, assisting clients in booking appointments, processing payment and organizing the sitting.
- **Problem Solving:** Resolved guests' complaints.

Key Achievements

- Obtained better pricing and higher quality on marketing materials by selecting a new supplier.

Undergraduate Research Internship at Miao Group - Researcher

Jan 2018 - May 2018

- **Research Assistant:** Assisted with the analysis of man-made chemicals and carefully documented results as well as assisted with the coordination of daily lab activities.

Executive Assistant

Detail focused executive assistant with over eight years' experience. Effective at generating new ideas, analyzing and resolving challenges, and advancing organizational goals and objectives. Proactive, with excellent interpersonal and communication skills. Highly reliable with strong commitment to success. Creative, solution-oriented leader.

- Internal & External Customer Relations
- Meeting & Event Planning
- Budget Development & Management
- Data Collection & Analysis
- Problem Solving, Troubleshooting and Mediation
- Team & Project Management
- Organizational Effectiveness

Technology Competencies: MS Office Suite, Zoom, WebEx, Quickbooks, Go to Meeting,

Key Achievements

- Liaise with multiple departments across the college (Academic Affairs, Financial Aid, Student Affairs)
- Database creation and maintenance
- Creation of manuals, policies and procedures and flow charts
- Calendaring

PROFESSIONAL EXPERIENCE

Chattahoochee Technical College, Marietta, GA 2013 – 2019

Executive Assistant for Executive Director, Retention Services Department 2014 – 2019

Supervision

- Hired, trained, supervised, and evaluated support staff
- Employee onboarding/ orientation, IT troubleshooting
- Managed, approved and audited employee timesheets

Calendaring

- Scheduled and managed interstate and intra-state travel for directors, self and employees, to include per diem, reimbursements, and requisitions
- Maintained the master calendar for 5 departments
- Maintained calendar for Executive Director to include, scheduling meetings, conference calls and coordinating travel

Coordination

- Developed and disseminated correspondence, reports and meeting minutes; scribed scheduled meetings
- Planned and executed meetings, college-wide conferences and staff development opportunities
- Developed, coordinated and managed multiple college wide projects simultaneously (NSO, Student Retention, TEAMS)
- Entered information into CRM, maintained appropriate database information
- Record, transcribe and distribute meeting minutes
- Prepare and edit correspondence, presentations and company communications

Budgeting

- Prepared mid- year/year-end budget, expense report and financial analysis for three departments; tracked and maintained accounts, requisitions, and expenditures

- Produced departmental literature (newsletter, brochures) to convey successes, and communicate available resources

Administrative Assistant, Student Support Services

2013 – 2014

- Worked with institutional identified at-risk students to provide services, resources and engagement in the college community to overcome barriers to success
- Engaged faculty, community partners and alumni in support for at-risk students
- Drafted correspondence to students and faculty about available programs and workshops
- Streamlined and revamped programs, making it them completely paperless system
- Marketed services and programming to students and faculty
- Created and maintained databases for accurate reporting and data analysis

EHS Support Services, Roanoke, VA

2009 – 2013

Mental Health Clinician II

- Counseled seriously mentally ill adults on the on rehabilitative methods for improving and maintaining stability, to include academic pursuits as a therapeutic intervention
- Provided case management interventions for adults with a diagnosed serious mental illness to include, linking to community resources, establishing collateral contacts, assessment of needs, goal setting, and referrals for clients
- Utilized keen skillset to assess client motivation for change, suicidality or risk to self or others

City of Roanoke Police Department, Roanoke, VA

2004 – 2010

Police Officer II/School Resource Officer/ Evidence Technician

- Conducted investigations of criminal and civil incidents and offenses
- Performed Supplemental Evidence Technician (Crime Scene Investigation) duties as needed to include, investigating crime scenes, collecting evidence, documenting chain of evidence for criminal cases, and assisting additional personnel with processing crime scenes
- Investigated instances of abuse, neglect, and sexual violence both in the community and within the school system
- Certified D.A.R.E facilitator (Middle & High School)

Roanoke College, Salem, VA

2000-2004

Office Assistant, Office of Multicultural Affairs

- Assisted with the creation and integration of the inaugural Office of Multicultural Affairs to include meeting with college leadership to develop policy, procedures and curate a generational vision for the office
- Answered phones, relayed messages and responds to requests and referred students as necessary
- Scribed meetings, developed agenda, and necessary memos
- Ordered and maintained office supplies, verified the accuracy of ordering,
- Scheduled meetings, reserved meeting space, coordinated with attendees and maintained master calendar for OMA

INSTRUCTIONAL EXPERIENCE

VIPKIDS (Independent Contractor), San Francisco, CA

2016 – Present

ESL Teacher

- Teach the fundamentals of the English language (grammar, phonetics, sentence structure, spelling, reading, reading comprehension) to non-native Chinese learners

- Evaluate and assess student progress and mastery

EDUCATION

Radford University , Master of Social Work	Radford, VA	2013
Roanoke College , B.S. Psychology, minor: Biology	Salem, VA	2004

PROFESSIONAL DEVELOPMENT

Chattahoochee Technical College Leadership Academy – 2014 (Visionary Award Recipient)

TOEFL Certification - 2016

Presenter: New Directions in Student Development Conference - 2016

STEVEN LIN

steven821115@gmail.com | H: 310-525-7567 | 29 Sail View Ave, Rancho Palos Verdes, California 90275

Skills

- AutoCAD
- Revit
- Rhino
- Modeling
- Lumion
- 3D Print
- Sketchup
- InDesign
- Illustrator
- Photoshop
- Mandarin Chinese

Experience

- 05/2019 – 08/2019 **Intern**
Ricky Liu & Associates
Architects+ Planners
Taipei, Taiwan
 - 3D modeled Jewish Synagogue - Rhino
 - Created construction document for Military Museum- Revit
 - Created presentation board for Jin Hua Public Housing
 - Assembled model for Jin Hua Public Housing
- 10/2018 – 04/2019 **Student Worker- Model Assembler**
USC Office of the Provost
Los Angeles, CA
 - Set up Faculty Hall
 - Assembled model
- 05/2018 – 12/2018 **Intern-Model Assembler**
Bureau Spectacular
Los Angeles, CA
 - Assembled model and setting up for the exhibition: Rooftops and Backyards Expanding Taipei & LA
 - Assembled 3d print model
 - Assembled basswood model
- 06/2015 - 08/2015 **Intern**
Chateau Group USA
Arcadia, CA
 - Learned the structure of residential house and building code.
 - Confirmed inventory with manager
 - Supervised the construction progress
- 05/2014 - 08/2014 **Accounting Assistant**
Los Angeles Bunker Surveyors
Wilmington, CA
 - Learned the business to aid the accountant for daily project
 - Constructed evacuation route and fire alarm diagram for the company
 - Created invoices for customer and vender
 - Aligned income and expense with statement
 - Collated the file and date for laboratory and accounting department

Education and Training

- 2022 **Bachelor of Architecture** in Architecture
Los Angeles, CA, United States
University of Southern California
 - Entrepreneurship Minor
- 2017 **Associate of Science** in Architecture
Torrance, CA, United States
El Camino College

Activities and Honors

- NOMAS- 2019 Competition
- Design team leader
- El Camino College- Architecture Scholarship
- 2017 Student of the Year
- Cal Poly San Luis Obispo- Design Village
- Designer

Interests

Golf, Basketball, Travel, Cuisine, Hiking, Business and Photography



SALES REPRESENTATIVE



Average salary
15/hour + commission

Average experience
2 years

KARL HELWIG

Bachelor of Medicine, Bachelor of Surgery

Hesperia, CA 92345

helwig_karl@yahoo.com

760.995.6372



WORK EXPERIENCE

Preventive Care Manager

DR. MIKE'S WALK-IN CLINIC - Apple Valley, CA

June 2019 to Present

- Review preventive care rosters to assure patient compliance
- Create educational materials for staff and patients to improve understanding of preventive screenings
- Find and submit unsubmitted encounters and services rendered
- Assist and advise physicians and providers on how to improve quality measures
- Promoted from Office Clerical to Preventive Care Manager in 5 months

Front Desk/Sales

Fitness - Victorville, CA

May 2018 to May 2019

Customer service, sales, and cleaning responsibilities.

General Worker

Jimi Skate Shop - Taipei, TW

April 2010 to February 2011

Taiwan

Call Center Representative

Stream Global Services - Managua, NI

August 2009 to November 2009

Nicaragua



EDUCATION

Bachelor of Medicine in Bachelor of Surgery

Tongji Medical College - Wuhan, CN

September 2011 to June 2018

Mandarin Training Center at National Taiwan Normal University - Taipei, TW

February 2010 to February 2011

Sultana High School - Hesperia, CA

August 2004 to June 2008

Bachelor's

Huazhong University of Science and Technology - Wuhan, CN



SKILLS

- **Reception**
- **Customer Service**
- **Front Desk**
- **Case Management**
- **Documentation**



ADDITIONAL INFORMATION

Skills

- Speak, read and write Spanish at a native level.
- Passed the Chinese Proficiency Test (HSK) Level 4. Capable of conversational Mandarin Chinese speaking, listening, reading, and writing.

Jeff (Jaehoon) Choi

Address: 1020 Palo Verde Ave. Long Beach CA 90815

Mobile number: 562-846-0425

Email: jeff_h_choi@yahoo.com

Objective: To obtain a CAD position which I can perform with my best ability and skills.

Relevant Skill

- Proficient in Microsoft Office Suite (Word, Excel, and PowerPoint)
- Some experience in AutoCAD
- Fluent in Korean (speaking, reading, and writing)
- Advanced in Chinese-Mandarin (speaking)

Employment

DFS Group Limited – Los Angeles International Airport

Date: May 2013~Present

- Sales associate
- Assisting customers with information on products such as spirits, wines, liquors, tobacco, chocolates, fragrance, cosmetics, fashion and watches
- Informing customers about each country's customs, regulations, taxations, and limits on how many items they can bring into countries
- Utilizing various languages (Korean, Chinese Mandarin and Spanish) to assist customers from various backgrounds and countries
- Processing refund and exchange on a cashier register
- Inventory
- Cashier
- Merchandising
- Maintaining professional appearance, such as hygiene, uniforms, and grooming

Special accomplishment

- Learning Chinese-Mandarin by myself

Wal-Mart

Date: November 2011~May 2013

- Sales associate
 - o Assisting customers with information about products, especially in electronics, sporting goods, automotive and consumables
 - o Authorized to sell ammunitions, fishing and hunting licenses
 - o Communicating with other Wal-Mart stores to further assist the customers and resolve their concerns
 - o Helping customers placing an online order
 - o Answering to customers' phone calls and responding to the questions they have about the products/services
 - o Registering and upgrading the customers' pre-paid cell phones

- o Making and mixing a customized paint for each customer
- Service writer at Wal-Mart Tire & Lube Express
- Cashier at the front-end and the Garden Center
- Processing refund and exchange on a cashier register
- Stocking the shelves with new merchandises and zoning
- Processing and claiming the hazardous materials (flammable, toxic, compressed gas, reactive, and unknown)
- Backroom inventory associate
 - o Binning and picking the merchandises/freights in a backroom location, using a Telxon Gemini
- Unloader
 - o Moving the freights out of the trucks to the pallets
 - o Pulling and dropping off the pallets at each department, using a pallet jack

Education:

Earned the AutoCAD certificate from the California State University Long Beach in 2020

Graduated the American Public University in 2015, with Business Administration (Bachelor's degree), concentrating on International Business Management, with GPA 3.72

Graduated the Claremont High School in 2010, with GPA 4.1 (weighted)

Volunteering Experience

Claremont Joslyn Senior Center

- Serving lunch
- An event set-up member
- Maintenance

Children's Hospital Los Angeles

- A fundraising partner

South Pasadena Convalescent Hospital

- Serving food and drinks,
- Leading the exercise/entertainment activities

National Honors Society

- Organizing the Prom for the retired senior citizens
- Running the food drive for the local community
- Building the organic gardens for the local schools

Kirby Wong

1127 W 228th St, Torrance, CA 90502

(507) 995-1024

Torrance, CA 90502

kirbying@hotmail.com

Education

Bachelor of Science in Mass Media

December 2018

Minor in Art Studio

Minnesota State University, Mankato - Mankato, MN

3.67 GPA (Magna Cum Laude)

Experience

Sale Representative

Aug 2019 - Current

TIC Button & Trim

Carson, CA

- Developing emails and social (FB, Instagram) campaigns
- Responsible for the development and management of markets other than California
- Make outbound calls to prospect new business opportunities
- Updated inventory for both purchases and sales

Radio Talk Show Host Intern

May 2018 - Aug 2018

KMSU Radio

Minnesota State University, Mankato

- Created and hosted "I Say You Should Know"
- Episodic format show addressed current issues in pop culture and entertainment
- Researched current topics and structured the music to fit the themes
- Controlled the radio board to ensure consistent radio formatting

Communications and Event Assistant

Aug 2017 - Dec 2018

Career Development Center

Minnesota State University, Mankato

- Aided career staff with large projects, events, and daily office tasks
- Distributed advertisements for events
- Assisted in contacting students to attend events
- Helped set up conference rooms and helped troubleshoot any problems during events
- Ensured student satisfaction when working the front desk

Sale Floor Team Member

Aug 2015 - May 2019

Target

Mankato, MN

- Communicated important information, as well as sold merchandise in a fun and interactive manner at multiple events. (Pokémon's 20th anniversary, Harry Potter, and Lego Movies, etc.)
- Placed stock on the floor with a high level of detail to ensure proper stocking
- Organized stock to maintain a customer friendly space
- Operated cash registers with attention to cash flow, and in a positive and friendly manner to increase customer satisfaction

Skills

- Public Speaking
- Read, write, and speak Cantonese
- Read, write, and speak Mandarin
- Microsoft
- PowerPoint
- Create and Plan Events
- Social Media
- Customer Service

Membership

Public Relations Student Society of America

January 2017 – May 2019

MARIELA DOBREVA

786-310-8020

Marieladobreva89@gmail.com

1670 Manning Avenue
Los Angeles, CA 90024

RELEVANT EXPERIENCE

Sales & Client Relationships Manager, KAR Properties (Miami, USA)

02/01/2019 - Current

- Daily presentations to clients and brokers of the company's luxury real estate projects
- Establishment of partnerships with industry brand leaders globally
- Development of the concept, membership program, and competitive strategy for a world-class private members club by Adrian Zecha
- KAR Properties sales events attendance internationally and clients portfolio expansion
- Launching sales strategy innovation and clients loyalty program

Lifestyle Manager, KAR Properties (Miami, USA)

06/05/2017- 01/31/2019

- Daily presentations to clients and brokers of the company's luxury real estate projects
- Establishment of partnerships with industry brand leaders globally
- Development of a luxury residential lifestyle management program for clients
- Development of the concept, membership program, and competitive strategy for a world-class private members club by Adrian Zecha
- Conduction of periodic market research and competitive set analysis

Guest Recognition Manager, FAENA Hotel (Miami Beach, USA)

12/01/2016 – 05/27/2017

- Establishment of a VIP Guest Recognition Department within a Forbes 5-star hotel
- Creation of departmental SOP's, policies, and processes aligned with company's corporate culture
- Development of VIP guest recognition program
- Conduction of periodic market research and competitive set analysis
- Employee training on quality service delivery and problem solving

Guest Relations Assistant Manager, Mandarin Oriental (Miami, USA)

04/16/2016 - 11/25/2016

- Establishment of key partnerships with service industry companies locally
- Ensuring a high-quality experience for celebrities, public figures, and high-profile individuals
- Conduction of property site inspections for high-volume corporate business

Guest Relations Assistant Manager, The Miami Beach EDITION Hotel, USA

10/15/2014 – 10/20/2015

- Was part of the opening management team of the first EDITION hotel in the US
- Training the Rooms Division department employees on problem resolution and service delivery
- Establishment of the company's standard operating procedures and policies
- Monitoring, evaluation, and management of the operations flow within the Front Office department

Rooms Division Management Intern, Eden Roc Hotel (Miami Beach, USA)

11/27/2012 - 11/20/2013

- Execution of daily operations at Front Office, including problem resolution responsibilities
- Room inventory up-sell
- Training and supervision of the newly hired employees at the Front Office department

Rooms Division Management Trainee, The Westin Hotel (Valencia, Spain)

02/13/2010 – 07/15/2010

- Execution of daily operations at Front Office, including problem resolution responsibilities

EDUCATION

BA, Business Administration in Hotel Management, Hotelschool The Hague

- **Focused on:** Sustainable competitive strategy development, operations management, financial statements analysis, leadership and innovation;

LANGUAGES

Bulgarian: Native

English and Spanish: Fluent

ACHIEVEMENTS & EXTRACURRICULAR ACTIVITIES

- Leader in rooms up-sell program - **The Miami Beach EDITION, 2015**
- Leader in rooms up-sell program – **Eden Roc Miami Beach Hotel, 2013**
- Travelled around Europe to attend education fairs and promote Hotelschool The Hague, 2011
- Volunteer at the Red Cross – Bulgaria, 2008-currently

Ling Ting

678-622-5945 / pgc.service@gmail.com

Devoted to building long-term, enthusiastic customer loyalty

Professional Experience

Bilingual Customer Service Agent - China Airlines **2019-Present**

Accept calls from customers, regarding flight information such as booking; reschedule; reroute; ticket policy; third-party booking, etc.

Event Coordinator -- US-China Professional Tour **2012-present**

Made all arrangements for business delegations from China and other countries; Mandarin-speaking receptionist; airport pick-up and drop-off; hotel reservations; event and conference set-up; trade show interpreter; car rental

Sales Manager-A&D foods **2009-2012**

Increased territory sales from \$3 million to **\$4.5 million** within two years. Services and enhanced network of buyers from NC to FL, leveraging strong listings, presentations, and closing skills to optimize sales results despite strong competition.

Manager-Aomi Japanese Restaurant **2007-2009**

Trained employees, including managers and assistant managers, by establishing performance expectations and conducting performance reviews. Contacted food provider made all orders.

Professional Skills

- fluent in Mandarin
- Word, Excel, & Power Point
- proficient typist
- relationship builder

Education

New Zealand International College of Business, Auckland, New Zealand
2004 - Business Degree

Interests

World Travel and Cultural Exploration, Music, Reading, World Cuisine

References available upon request

Jay Lin

1689 Turnbull Canyon Road
Hacienda Heights, CA 91745
(626) 589-2417
JayLin273@gmail.com

Skills

- MS-Office, Google docs/ spreadsheet, library databases and web research.
- English, Mandarin Chinese, and Taiwanese Dialect.
- First Aid and CPR Instructor

Experience

2019-2020

Quality Assurance Manager/ Sales, Delori Products

- Supervise production workers to make sure they maintain a safe working environment.
- Organize and set up meetings with business owners to sell our product and develop a continuous relationship with their business.
- Adjust, improve and maintain quality of products being made to make sure it meets safety and health regulations.
- Document and monitor quality of the products that are being made along with documentation and organization of operation logs, maintenance logs, temperature logs, holds, shipping, all many other types of documents.
- Help with the production room when short-staffed to make sure products are made efficiently but maintain great quality.
- Contact many different companies and lead the team for chemicals, pest control, and many other important aspects of the company.
- Help in sales of product with small markets and develop a relationship with vendors.
- Maintain quality of all the products from production including weight of product, pH levels, ingredients, sealing of product, and taste.

2011-2019

Tennis Coach,

Los Altos High School (2011-2014), Rowland High School (2014- Present)

- Conduct and organize daily practices for 15-20. Research different drills, focus on what the players need improvement on, maintain order and structure, repeat instruction, analyze individual players and figure out how to fix mechanics.
- Maintain organizational records including transactions and billings of the tennis program.
- Maintained records regarding win/ loss of every student and every match to give them a chance to progress their tennis careers.
- Supervised 80 students during all tennis activities.
- Developed skill building exercises and leadership training programs.

- Interact with difficult parents of members of the program and needing to talk and handle them in a calm and orderly fashion.
- Help organize and write up contracts with other schools for potential matches.

June 2015- June 2016

Library Page, Rowland Heights Public Library

- Organize and sort hundreds and thousands of documents, books, magazines, and different materials throughout the library.
- Helps patrons and library staff to locate materials on shelves and catalogs.
- Assists patrons to use of electronics including but not limited to; self- checkout machines, computers, scanners and copy machines.
- Troubleshoots printers and copy machines and electronics needed within the library.
- Helps set up and rearrange sections of the library to cater to needs of patrons including meetings, personal preferences and assistances or different events taking place.
- Cleans and maintains the library to uphold a great image for the customers and patrons.
- Help translate from chinese to english during interactions with non english speakers.

May 2012- October 2012

Barista/ Server/ Cashier, MJ Express

- Provided quality customer service such as taking orders, seating customers and engaging in conversation, keeping the customer satisfied.
- Prepared and served beverages and foods.
- Received and processed financial transactions and handled finances before and after each shift.
- Ability to adjust and adapt to situations regarding anything that comes to the store.
- Maintained knowledge of store inventory and sales activities.
- Ensured the accuracy and quality of every order.
- Performed general maintenance within the store

Education

June 2011- March 2012

California State University, Fullerton, CA

January 2019- Present

Rio Hondo College, CA

SHUO “REMIEL” FENG

Long Beach, CA 90804 • 562.375.8149 • fsremiel@gmail.com
www.linkedin.com/in/remfeng

***B2B tech sales** with proven records of success transforming leads into revenue, forging and maintaining a close and trustworthy relationship with key clients. **MBA graduate** equipped with strong marketing and analytical skills. **1st Gen Immigrant** through EB-5 investment, former Warcraft III **semi-pro** gamer, and a **follower of Steve Jobs** innovations.*

EDUCATION & CERTIFICATES

CERTIFICATE IN MARKETING, CONCENTRATION IN DIGITAL MARKETING (2019 – Present)

University of California Los Angeles

MASTER OF BUSINESS ADMINISTRATION (2013 – 2014)

California State University Long Beach

BACHELOR OF SCIENCE IN INTERDISCIPLINARY STUDIES (INTERNATIONAL ECON & INFORMATION TECHNOLOGY, 2004 – 2008)

Utah State University

CAREER EXPERIENCE

ENS SECURITY, CITY OF INDUSTRY, CALIFORNIA

ACCOUNT MANAGER (Dec 2019 – Present)

- Over-achieved the quota in January by 50% and finished the 2nd month quota on its first business day.
- Helps and serves family-owned installers and integrators with affordable video surveillance solutions.
- Generates qualified leads using latest sales platforms such as HubSpot and LinkedIn Sales Navigator.

CISCO SYSTEMS, INC., BEIJING, CHINA

PRODUCT SALES SPECIALIST, COLLABORATION (Oct 2010 – Sept 2012)

FY11 Achiever Winner, FY10 Achiever Winner

- Managed and designed Cisco Collaboration solutions for Commercial BJ, Large Enterprise and Global Enterprise Team clients with an annual sales quota of \$4.0 million, and achieved 110% in FY11 (137% - \$1.8 million in Q2)
- Planned and delivered quarterly training to account teams and channel partners on the latest product update and new marketing campaigns
- Generated business opportunities for Cisco Networking and Datacenter solutions, in addition to professional service.
- Drove and orchestrated Telepresence product and solution demonstration to key customers in the Cisco Customer Briefing Center

TANDBERG TELECOMMUNICATIONS, BEIJING, CHINA

GLOBAL ACCOUNT MANAGER, GLOBAL ACCOUNT TEAM (Oct 2008 – Sept 2010)

Best Quarter Margin Sales 2010

- Developed Global Account and Multi-National Company (GA&MNC) business in Northern China from \$0 to \$700,000 (40% above quota) in 2009, and \$2.0 million before Cisco's acquisition in September 2010.
- Generated over 40% of margin in 2010 by working closely with the service team, customizing professional services for key accounts, and creating long term customer loyalty and sales commitment.

Selected Key Success Cases:

VOLKSWAGEN GROUP CHINA (\$321,000, closed at Q2 2010)

- Solved VGC IT team's security concern by implementing TANDBERG VCS solution and generated professional service demand of \$82,000

SAMSUNG (\$590,000, closed at Q3 2010)

- Utilized TANDBERG MCU's competitive advantage to block Polycom from the total procurement, and replaced the majority of Polycom's endpoints after key win in 2010

VOLUNTEER EXPERIENCE

SHEPHERDS CHURCH, GARDENA, CALIFORNIA

Campus Evangelist and Bible teacher (2014 – present)

- Invite college students, arrange appointments, and teach them the Scriptures on a weekly basis at CSULB
- Deliver messages and serve multiple Bible conferences and retreats in the cross-cultural ministry

OTHER SKILLS

Microsoft Word, Excel, PowerPoint, Keynote, Google Analytics, Salesforce.com, Adobe After Effects, Chinese (Mandarin)

DAVID LUONG

Phone: (626) 674-8615 · davidluong751984@gmail.com

Summary of Qualifications

Combination of sales and analytic experience
Experienced team leader and team player
Motivated self-starter, proactive and action-oriented
Persistent towards resolving issues with fact-based solutions

Professional Experience

January 2017 - Current: Nissin Foods USA

Gardena, CA

Senior Sales Operations Manager

- Own the monthly business forecast for the sales team and provided monthly results analysis for the executive team
- Manage the sales planning process to create KPI goals for field sales that included targets for sales volume, trade spend, new item distribution and displays
- Develop annual sales story used for category reviews using category / consumer insights for field sales to help deliver KPI goals
- Manage Sales Operations resources to help support field sales team with actionable insights and ad hoc reporting
- Lead cross functional teams to get approval on 4+ accounts specific projects by the executive leadership team
- Manage the Sales Operations team with 2 direct reports on the export business and sales analytics

February 2015- December 2016: Catalina Marketing

Irvine, CA

Manage Brand Development / Business Consultant

- Developed over 20+ client promotion programs that delivered targeted marketing solutions based on client KPIs and captured over \$7 MM in revenue
- Created and assisted in delivering client presentations focused on targeted marketing solutions that achieved client KPIs
- Managed end to end execution process across internal teams to ensure client promotion program and deliverables had optimal execution
- Developed analysis with data insights and historical findings to help identify sales trends that helped optimize client promotion program

September 2013- January 2015: Starbucks Coffee Company

Burbank, CA

Business Development Manager

- Developed targeted solutions that captured \$341K of new business in key sales segments that included: healthcare, college/universities, lodging and recreation
- Increased sales by 23% in base accounts by creating target solutions that satisfies the business needs of our customers
- Created multiple partnerships with executive level decision-makers to sell in Starbucks License Stores that would increase top line revenue and elevate overall customer satisfaction

March 2012-August 2013: Nestle

Glendale, CA

Category and Shopper Development Associate

- Managed distribution drive project that gained \$500k in incremental sales by working with key accounts to create ambient beverage sets that attracted both Hispanic and Value seeking shoppers
- Supported cross functional teams as a sales liaison by managing annual sales forecast, brand communication to field sales and post promotional analysis for major programs at top retailers
- Created customer category roadmaps to aid account managers in delivering fact based sales strategies that address current category/brand needs

- Developed customer category review content and artifacts using syndicated data to achieve category growth objectives for internal/external partners
- Managed trade and sales budgets to insure our divisions profitability growth exceed 11%

August 2008-March 2012: Nestle

Glendale, CA

Business Analyst

- Created scorecards to evaluate the top 25 retailers such as Wal-Mart, Target, Safeway and Kroger on sales, market share and distribution
- Created divisional scorecards that NUSA previously outsourced and saved the company \$10,000 in annual fees
- Created distribution void reports that help capture \$300,000 worth of sales opportunities in retail sets for top accounts

July 2006-August 2008: Nestle

Torrance, CA

Retail Sales Representative

- Ranked top 20% of all RSRs by consistently hitting all sales targets while maintaining optimum retail sets and working relations with retailers
- Managed a team of brokers to perform pet food resets at 6 Superior Super Markets to gain an average of + 8 distribution points per store

June 2005-August 2005: Nestle Purina Pet Care

Los Angeles, CA

Summer Internship

- Sold an average of +10 incremental cases for each promotion period

Education

California State University, Fullerton

Bachelor of Science, Marketing: June 2006

Skills

Proficient in Microsoft Office Applications

Expert in Nielsen NITRO

Experienced in IRI

Experienced in Salesforce

Experienced in Fractional Franchise and Licensing retail stores

Languages

Advanced in Cantonese

Basic in Mandarin

Accomplishments and Honors

CSUF American Marketing Association: President Fall 2005 & Spring 2006

Nestle Very Best Award for Outstanding Performance: 2007, 2010 and 2011

Nissin Foods USA MVP Award: June 2018

Daiji Yamada

614 Hauser Blvd. Apt. 203 / Los Angeles, CA 90036 / Phone: (646) 591 - 0356 / DaijiYamada@gmail.com

OBJECTIVE:

Professional, dedicated, and knowledgeable individual with 7+ year experience counseling and advising students seeks to obtain a Student Services position.

EXPERIENCE:

Kaplan International Languages *Los Angeles, CA*

Educational Sales Advisor-Japan/Taiwan Region 2012-2019

- Directed efforts to acclimate international students in Kaplan schools in the U.S. and Canada: provide academic consulting and information on English courses and services offered, empowering students to achieve their academic goals (e.g., University Placement Service).
- Processed and managed international student enrollment applications and database system, using school database (CLASS, Apttus) and organized and issued necessary documents (e.g., Letter of Acceptances, I-20s and Invoices).
- Mentored and advised students on academic studies, as well as the practical issues of living in North America.
- Organized Familiarization trip for Kaplan's partner agents from Japan and Taiwan to market Kaplan programs and increase student enrollment.

Japanese Chamber of Commerce and Industry in New York *New York, NY*

Administration / Event Coordinator 2010-2011

- Coordinated meetings and business seminars, including a fundraising gala.
- Managed and updated membership database system.
- Researched and summarized world news pertinent to JCCI members.
- Compiled and updated company profiles for publication in JCCI membership directory.

TTA Inc. *New York, NY*

Sales and Customer Service Representative and Travel/Meeting Coordinator 2004-2010

- Managed corporate events, meetings, and conferences.
- Planned, led and managed foreign staff on tours for customers traveling to Japan and China.
- Provided expert, comprehensive services to major corporate clients.
- Formulated complex client contracts, promotional materials, and administrative documents.
- Utilized research and presentation skills to identify and acquire more than a dozen new corporate clients.

British Airways *New York, NY*

Human Resources, Marketing Assistant (Internship) 2000-2001

- Formulated employee schedules.
- Translated and interpreted documents to and from Japanese.
- Created letters responding to employment candidates and customer correspondence.

EDUCATION:

New York City College of Technology / The City University of New York 2004

Bachelor of Science Degree. Major: Hospitality Management; Dean's list.

Recipient of the Hotel Executive Club Award and the Bear Dallis Association Award.

University of California Los Angeles / UCLA Extension 2013

Certificate course: Elementary Modern Chinese.

SKILLS:

Goal-driven, accountable, and reliable; strong attention to detail and follow through.

Strong computer skills with the ability to learn a new database system quickly.

Ability to remain highly organized, with meticulous attention to detail, in a fast-paced environment.

Strong client service and interpersonal skills, along with the ability to relate to a diverse group of students, faculty, and staff.

Strong organizational and prioritization skills, along with the ability to focus on completion of tasks.

Demonstrated ability to perform basic computer tasks with MS Word, Access and Google Docs

Demonstrated ability to exercise professionalism in all interactions with others, particularly in difficult situations

Articulate, professional demeanor with strong self-confidence and initiative

Languages: English and Japanese (Fluent).

Te-Hao (Kyle) Chiu
1736 Dosh Way, Upland CA 91784
(909) 971-7049
Kiochiu@gmail.com

SUMMARY

- Exceptional communication, negotiation and interpersonal skills
- Highly adept in screening for technical skills, soft skills, and cultural fit
- International exposure with solid understanding of other cultures
- Demonstrated ability to quickly understand technical requirements

EXPERIENCE

Audi of West Covina

Sales Supervisor

Dec 2018 – Current

- Supervise, lead, and mentor a staff of 8 sales professionals while maintaining own sales quota.
- Motivate, coach, and mentor team by leading by example, assist with closing, leads, upselling, and obtaining referrals.
- Responsible for overall success of team, leading them to become the number one team in the entire dealership.
- Employ a people first mentality by utilizing a consultative approach to selling rather than trying to close clients, resulting in repeat business, high customer satisfaction and referrals.
- Understand client needs through rapport and relationship building, not overselling, and offering solutions.
- Encourage sales team to understand the clients' needs and provide more value than other dealerships resulting in repeat customers and referrals.
- Averaged over 60 cold-calls per day while managing in-store sales, closed 90% of calls through cold calling.
- 178 units sold as of October 2019, averaging 16-18 units on a monthly basis
- Closed \$2,000,000+ worth of gross revenue with a 14% net margin.
- #1 Salesman month to month for year 2019
- ABS (Audi Brand Specialist) Award recognized by Audi USA, typically awarded to top 10% of sales reps in the nation

Top Trade Enterprise, Inc. - Montclair, CA

Sales Management & Customer Relations

2009 to 2018

- Managed clients in the precious metals industry through exemplary customer service, responded to all inquiries professionally and with a sense of urgency.
- Assessed market value of goods including freight, tax, and other duties.
- Demonstrated sales knowledge by presenting quotes to clients and utilizing negotiation skills.
- Negotiated prices based on cost and profitability, assessing inventory and market demands to determine best prices for the customers.
- Key decision maker on import duties, when necessary coordinate with forwarders to divert shipments saving thousands on import duties.
- Researched foreign policies on precious metal imports, avoid confiscation of goods as well as prevent penalties enforced by foreign governments, saving thousands per shipment on import taxes and duties.

- Scheduled loading of containers, timed in accordance with foreign policy changes and ensuring deadlines are met prior to new policies taking place.
- Closed between 6-8 orders on a monthly basis for a gross income of \$400,000 while negotiating foreign trade laws, customs, and duties.
- Traveled overseas with clients as necessary to inspect quality of goods, ensuring high customer satisfaction.
- Provided above and beyond service by accommodating clients requests without any detriment to profit margin.
- Ensured that precious metals arrive to destination by maintain good working relationships with forwarding companies and updating clients on delivery status.
- Utilized bi-lingual skills by maintaining customer relationships, overseeing accounts in China, Japan, South Korea and Taiwan.
- Worked with foreign and domestic banks to calculate currency exchange rates, recommending import/export holds as necessary to ensure favorable exchange margins.

SKILLS

- Bilingual fluency in Mandarin Chinese, Taiwanese, Hokkian
- Technical Skills: Microsoft Office, Windows 7 & 10, Typing 100 WPM

EDUCATION

- University of Texas, El Paso—History and Political Science (in-progress), 2009
- Upland High School – GED, 2006

WAREHOUSE MANAGER



Average salary
25/hour

Average experience
5 years

- 英语口语沟通能力
- 团队协作能力

教育经历		平均成绩 GPA 3.3/4
2004 年 - 2008 年	伊利诺伊大学厄巴纳分校	学士 (工学)
2010 年 - 2012 年	Urbana University	硕士 (工学)
2014 年 - 2014 年	伊利诺伊大学	博士 (工学)
2015 年 - 2015 年	伊利诺伊大学	博士后 (工学)
语言能力		
托福	IELTS 6 分	
计算机	熟练使用 Microsoft Office 软件	

Lei Tong

5342 McCulloch Avenue, Temple City, CA 91780

Phone: 818-928-9313 Email: tlei9527@hotmail.com

LinkedIn Profile: <https://www.linkedin.com/in/lei-tong-a72833a8>

Professional Profile

Merchandise Sales & Marketing Analyst who is detail oriented, analytical and investigative. Possess great interpersonal skills, and have 5 years of supervisor/manager experience, who is looking for new opportunities in the fields of purchasing, planning, scheduling, training, professional buyer and sales.

Education

October 2015

Family Financial Planner, Manulife-Sinochem Life

December 2014

Xing Long Business College, Shenyang Xinglong Happy Family Shopping Mall Co Ltd

December 2011

Urbana University, Urbana, OH, USA

Master of Education, School of Finance, Teaching Theory, Special Education and Education Administration

July 2008

Fort Hays State University (Shenyang Normal University), Shenyang China

Bachelor of International Finance

Professional Experience

Phoenix Automotive LLC

Warehouse Supervisor/Manager, Walnut, CA

June 2019 – February 2020

- Design, plan and improve the process from return inspection and repair to re-sale.
- Set comprehensive goals for business growth and success.
- Lead employees with an example.
- Be a motivator for other employees.
- Analyze and interpret data and metrics.
- Create reports for the management.
- Take the lead in expansion activities.
- Supervising warehouse staff and daily activities.
- Managing, evaluating and reporting on warehouse productivity.
- Tracking and coordinating the receipt, storage, and timely delivery of goods and materials.
- Ordering supplies and maintaining suitable inventory levels.
- Checking orders, bills, items received, inventory, and deliveries for accuracy.

- Maintaining records, reporting relevant information, and preparing any necessary documentation.
- Ensuring basic maintenance standards and compliance with health and safety regulations.
- Performing a daily inspection of the warehouse grounds.
- Communicating and coordinating with CSR departments and customers.

Golden Wind Consulting INC
Program Project manager, El Monte, CA
 May 2017 - May 2019

- Working with good service mentality, marketing analysis and strong analytical strategy.
- Integrate active resources; plan and development new study abroad programs and studying tours, while maintain existing project clients.
- Develop California-based study tours and study abroad program that covers many Los Angeles specialties such as filmmaking, sound technology, art, and acting.
- Based on individual information provided by each student, make targeted plans for students' selection of schools accurately and guide students to prepare application materials.
- Responsible for monitoring and tracking the progress of each project application and the development of new projects.
- Improve and broaden clients' needs, such as house rental or purchasing, immigration and other extended services.

Manager, Department of Children Garments
Shenyang Xinglong Happy Family Shopping Mall, Shenyang, China
 May 2014 - March 2016

- Managing the wholesales floor as daily operation of Department of Children Wears according to the standards of Independent Grocers Alliance
- Analyze the entire financial operation of the Company and finalize the official report to the management
- Instructing the store in charge of key works and supervise sales person to complete job
- Remind every sales person to prevent stolen, loss and all kinds of potential safety hazard and ensure the safety of the customer's shopping
- Discuss the marketing plan, discount rate and inventory with the Suppliers for each activity raised by the company in order to increase the sales and expand the market share for the company
- Analyze the sales and margin data to verify the advantages and disadvantages of each activity
- Manage the inventory, analyze the turnover regularly, dispose the

slow-moving inventory and make sure the completeness and accuracy of the inventory

- Field area is 7500 square foot, totally has 38 manufacturers and 56 brands. Achieve sales of RMB 30 million from 2014-2015 financial year, ranked second with same level shopping mall in the city, and 33 million from 2015-2016 financial year, ranked first with same level mall in the city.

Teaching Assistant

El Monte Education Center, El Monte, California

March 2012 - March 2013

- Discuss assigned duties with classroom teachers in order to coordinate instructional efforts.
- Tutor and assist children individually or in small groups in order to help them master assignments and to reinforce learning concepts presented by teachers.
- Distribute teaching materials such as textbooks, workbooks, papers, and pencils to students.
- Observe students' performance, and record relevant data to assess progress.

Self-employed Entrepreneur

Fashion store, Shenyang, China

August 2008 - March 2010

- Buying and exhibit/sell artistic clothing
- Organizes and operates entire business

Technical Skills

Fluent in Mandarin Chinese and English

Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook)

Education Liaison Specialist

Exceptional sensibility on artistic product and fashion trend

References Available upon Request

Xiang (Shannon) Li

7531 Wynstone Place, Fontana, CA 92336 909-997-3740 (M) xiangli980@gmail.com

Apply Position: Logistic office assistant/ Clerk

Team player, bilingual in Chinese Mandarin and English. Fluent in speaking, writing, and typing both languages. Proficient in Excel, Word, Knowledge of Peachtree and QuickBooks. Seeking for this position that can utilize my knowledge and experience.

Experience

Realtor 2012 --- Present **Agent of Star Max Realty CA.**

Office Clerk (Warehouse) 2005-2011 Security Products Inc, CA.

- *Inventory control, order processing, handling inbound and outbound shipments with UPS, FedEx, forwarding and trucking companies.*
- *A/P and bookkeeping*
- *Answering phone calls and communicating with customer. Applying permit of warehouse rakes and blueprint. Dealing with building and safety inspection of the city.*

Agent and Manager 1995-2000 Pacific Insurance Co. Ltd of China, Wuhan Branch

Responsible for sales and marketing, new hiring, training in local district, licensed insurance broker.

Education

Accounting Chaffey College, CA, USA

2004 – 2006 Accounting – Accounting, Bookkeeping, MS Office, Payroll Accounting, Income Tax, Peachtree Accounting, Computer Science.

Business Administration Cyprus College, Nicosia, Cyprus

1990 -1992 Business Administration - Accounting, Banking, Management, and Marketing.

Wuhan University, Wuhan, China

1982- 1985 AA in Library Science

Certificates

- ❖ MS Office Professional User & Power Point, 2009, Chaffey Adult School
- ❖ Income Tax and Payroll, 2006, Chaffey College, CA
- ❖ Bookkeeper and QuickBooks Pro, 2002, La Puente, Business Education, CA
- ❖ Licensed real estate agent since 2012 in southern CA.

Manuel S. Uy

7400 Artesia Blvd. Apt. 1707
Buena Park, CA 90621
1 (714) 606 - 8894
muy3340@gmail.com

PROFESSIONAL SUMMARY

I am an experienced shipping and receiving administrator with proven abilities to process and arrange international HM, UPS, or FedEx shipments and their paperworks, assign workloads for warehouse crew, printing/organizing paperworks, computer knowledge, capability of training/teaching peers, great cooperation skills, as well as answer phone calls. Being a shipping and receiving administrator has been my ambition for the past 25 years and I hope to continue fulfilling my passion for the years to come.

EXPERIENCE

February 1992 - March of 2002

Service Craft, Buena Park – *Forklift Operator/Shipping and Receiving Clerk*

- pulling orders
- off loading trucks
- scheduling deliver and pick ups

March 2002 - May 2002

Big Dog, Cerritos CA – *Data Entry*

- imputing information

July 2002 - November 2015

Weber Logistics, Santa Fe Springs – *Shipping and Receiving Administrator*

- processing orders
- assigning workloads for warehouse
- schedule pick ups and delivery
- printing paperworks, answering phone calls
- processing UPS and FedEx shipments
- processing international HM shipments paperworks

January 11, 2016 - March 2, 2020

Atcheson's Express – *Dock Worker/Dispatch*

- Loading and receiving trucks
- Scheduling pick ups and delivery

SKILLS

- certified forklift operator
- computer knowledge
- HM certified

AWARDS

- Certified HM
- Certified Forklift operator
- Employee of the Month

LANGUAGES

- English
- Tagalog
- Little bit of Spanish
- Little bit of Chinese

EDUCATION

1982 - 1986

Gahr High School, Cerritos

1987 - 1989

Mapua Institute of Technology, Manila Philippines – *Engineering*

PERSONAL SKILLS:

I have proficiently managed large (50+) staff related to maintenance, repair, and deployment/recovery operations. I have overseen receipt of incoming freight, assembly of new product, vehicle purchase/leasing, and outbound scheduling. I have assisted with vendor sourcing, leasing of properties, staff sourcing, vehicle purchases, and related contractors. I have been responsible for paying and reconciling invoices for vendors, utilities, etc. I always strongly enforce product and performance quality standards. My skills in problem solving and being resourceful have proven themselves many times over. I also have experience with quality assurance, inventory management, and carry the highest regards for customer satisfaction. My strongest suit however, is that of mechanical design development.

EDUCATION QUALIFICATIONS:

Universal Technical Institute (UTI) – Orlando, FL
Certificate of Completion: Automotive Technology, Motorcycle Repair, Dealership Management.

West Springfield HS, Springfield, VA
Majors: Mechanical Design, Drafting, Computer Drafting, Air Force JROTC.

PROFESSIONAL EXPERIENCE:

RolloMotion (scooters). Pasadena, CA. **Fleet Operations Lead** 10/19 to 2/20
In this position, I was brought on quite early to help the development of a new technologically advanced micro mobility product, designed to alleviate cities and users alike of the congestion or scooter saturation. This product had the potential to fully relieve the sidewalks of knocked over scooters, as well as bringing much needed highly advanced features to the crowded market. My initial role was to provide feedback to the development team; both mechanical and operational, and when the time came, to take over all operational aspects of the fleet. My role eventually mirrored into one more based on design and mechanical function/support. My future role was originally planned to include everything from warehouse leasing, vehicle sourcing, staff hiring/management, deployments, and all repairs & inventorying. Unfortunately the company couldn't gain traction on funding for further development within a viable time frame, and my position was no longer financially possible due to this.

SPIN Scooters. Los Angeles, CA. **Fleet Operations Lead** 02/19 to 8/19
Responsibilities: I was the Operations Lead, which meant I was responsible for all market operations, as well as warehouse and fleet management. I oversaw a staff of 50+, and a fleet of micro mobility scooters of up to 2000 at one time. I participated in meetings with City Halls, private meetings with city officials, and the local police department and their departments when recovering scooters, as well as testifying in court on behalf of the company. I managed the scheduling and PTO, as well as training of all individuals I managed. I used data from numerous sources to choose deployment locations, as well as plan for large and small promotional events. I helped trained other operations Leads for other markets including San Diego, and Long Beach, CA. I reported directly to the General Mgr of the West Coast. A few of my top priorities were staff efficiency & cost mgmt, as well as RSD/DSD, and overall Revenue.

Wind Mobility USA. San Diego, CA. **Warehouse Operations Manager** 09/18 to 1/19
Responsibilities: I was head of warehouse fleet repair operations of approximately 1000 units, as well as having served in a product feedback role for the US side of the company. My skills in problem detection and problem solving (especially mechanical) made me a valuable asset to the team both nationally, and internationally. I traveled to other national markets to assist with technician training and City Ops managers in getting them up to speed as quickly as possible.

Derek R. Grant
Long Beach, CA
Mobile (571) 224-6766
nightdrv@aol.com
www.linkedin.com/in/nightdrv

Mobike Beijing/USA. San Diego, CA. **US Repair Operations Lead & Fleet Supervisor** 09/18 to 10/18

After market closure in Washington DC, I was offered the position of Warehouse Manager at the San Diego location. With this role I was being trained for the next position of City Operations Manager to be completed within 6 months or less, on top of managing all warehouse and repair operations. I accepted the offer and relocated to San Diego shortly after ceasing operations in Washington DC. I successfully managed and ran operations for both repair and building of bicycles, as well as recovery and deployment strategizing for maximum market impact. As Warehouse Mgr. I also had the duties of managing utility reconciliation, reimbursements, oversight of all incoming and outgoing product, as well as implementing schedules and SOP's for warehouse employees.

Mobike Beijing/USA Washington D.C. **US Repair Operations Lead & Warehouse Manager** 9/17 to 9/18

Responsibilities: Repair Lead of warehouse and repair operations of a 2500+ fleet of units, scheduling of warehouse staff, first point of contact and primary interviewer for technician hiring across the United States, continuous training of new technicians, continuous creation and updating of SOP's for all repair processes, communication between Chinese manufacturing team leads and the US through feedback of products, technical review, and quality control. Recovery of missing and/or stolen bicycles through direct intervention, as well as city-wide rebalancing of bicycles.

Autonation Chevrolet/Buick/GMC, Laurel/Baltimore, MD **Fleet Vehicle Advisor & Gen. Service Advisor** 01/16 to 07/17

Responsibilities: Direct customer greeting, customer service, sales of repair services, up-selling of repair services, oral diagnosis of customer complaints, and confirmation of customer complaints through hands on verification to be translated to the technicians. I was also solely responsible for the billing and processing of my own repair orders, as well as all fleet requests from multiple companies and their insurance affiliates. Customer retention, both in person and through phone and/or email communication. Full fleet advisory for governmental organizations and privately owned companies. Total customer base for fleet operators: Approx 25 companies/agencies at one time.

Performance Bicycle, Winter Park, FL **Shop Manager & Lead Mechanic** 03/13 to 11/15

Responsibilities: Managed shop inventory and assisted with shipping/receiving of parts. Assisted with store inventory, and S&H of warranty parts. Assisted with interviewing and training of new shop employees. Managed daily shop duties and work-flow distribution. Assembled, modified, and serviced high performance bicycles. Implemented software updates and repairs to applicable bicycle applications when needed. Performed customer service actions, floor sales and marketing.

IKEA Group, Orlando, FL **Recovery Associate/CAD Specialist** 02/14 to 04/15

Responsibilities: CAD design and fabricator of custom 2D and 3D cardboard boxes for products using the Artios CAD software product, as well as self-driven education and implementation of the Konsberg-XL 2D cutting machine. Worked frequently with the Interior Design Group within the store to further the efficiency of the group as well as increase low cost recovery options for the department. Shared numerous custom made designs with other IKEA stores to further increase efficiency of the company network.

The Bicycle Center, Clarksville, TN **Bicycle Mechanic/Social Media Manager** 06/11 to 10/12

Responsibilities: Assembled, modified, and serviced high performance bicycles. Performed customer service actions, floor sales and marketing. Assisted in managing store inventory, as well as assisting with shipping/receiving of parts. Managed all social media accounts, advertising, and marketing. Also implemented and maintained Web-based instructional videos for marketing.

Performance Bicycle, Springfield, VA **Build Team Lead** 03/05 to 01/11

Responsibilities: Assembled, modified, and serviced high performance bicycles. Performed customer service actions, floor sales and marketing. Assisted with store inventory and assisted with shipping/receiving of parts. Trained new shop employees as well as assisting with managerial duties involved.

Toys 'R Us, Alexandria, VA **Assembly Team Lead** 06/02 to 03/05

Responsibilities: Assembled and serviced various products such as bicycles, riding vehicles, furniture, strollers, etc. Performed customer service actions, floor sales and marketing. Managed warehouse inventory and assisted with shipping/receiving of parts, as well as truck unloading.

Derek R. Grant
Long Beach, CA
Mobile (571) 224-6766
nightdrv@aol.com
www.linkedin.com/in/nightdrv

AWARDS & CERTIFICATIONS:

Universal Technical Institute

Certificate of Completion – Ford Technical Customer Handling
Section 609 Refrigerant Recovery & Recycling Certificate

UTI Directors List: Professional Applications

UTI Dean's List: Automotive Engines & Repair
Service Writing
Dealership Shop Management
Dealership Parts Management
Customer Engagement

Performance Bicycle

Spin Doctor - Category 1 (highest) Repair & Knowledge Certification

Toyota Motor Corp.

Motorized Conveyance Certification

Toyota Motor Corp.

Kanban Workflow Management Certification

Toys R Us Inc.

Customer Service Excellence Award (x3)

Performance Bicycle Inc.

Exemplary Customer Service Award (x4)

IKEA Group Inc.

Excellent Customer Service Award (x1)

Featured in The Orlando Sentinel (Newspaper Publication)

2015* *Both times for exemplary knowledge and community action in alternative transportation.*

CHARLIE YANG

✉ charlie.b.yang@gmail.com

📱 5628108388

📍 Cerritos, United States

WORK EXPERIENCE

Warehouse Clerk/IT Brookvale International

02/2017 – 01/2020

Torrance, CA

Warehouse receiving, storage, and shipping for Puma shoes.

Achievements/Tasks

- Manage the MHE (Material Handling Equipment) Program that controls the flow of the warehouse conveyor system.
- Create Microsoft Access queries that benefit workflow and efficiency.
- Handle and troubleshoot any small IT issues such as conveyor printer problems, desktop printer/zebra printers, computer issues, etc.
- Work with supervisors, mechanics, and other IT specialists to isolate problems and issues within the conveyor system.
- Trained two more Warehouse Clerks.

Desktop Support (On Call) Robert Half Technology

01/2017 – 01/2017

Project

- CSU Fullerton, Server Relocation (Jan 2017)
- Farmers Bank, Desktop Relocation (Jan 2017)

Store Assistant Dynasty Optometry Inc.

08/2013 – 01/2014

Tasks

- Support Dr. Lee with patient check ups.
- Assist patients with insurance and payment options.
- Bookkeeping.

QA Inspector Captek Softgel International

07/2011 – 08/2011

Tasks

- Inspect pills for quality assurance.

EDUCATION

Computer Engineering Technology California State University, Long Beach

2010 – 2016

SKILLS

Microsoft Word/Excel/PowerPoint



Microsoft Access



C++



LabView



Arduino



LANGUAGES

English



Mandarin



JERRY HU

West Covina, CA 91791 ♦ (626) 378-8783 ♦ hujerry97@gmail.com

<https://www.linkedin.com/in/jerry-hu-784839191/>

SUMMARY

An enthusiastic individual who is experienced in creating and implementing marketing strategies, maintaining product quality control, and solving routine and complex organizational issues. Familiar with business markets, always proactive in capturing new customers and business opportunities. Dedicated to customer satisfaction, promoting loyalty and ensuring repeat business for the benefit of the company and its growth.

WORK EXPERIENCE

May 2015 - **Warehouse Assistant**

May 2018 Jetpik, Company - City of Industry, CA

- Assisted in all warehouse operations, including shipping, receiving, distribution, and workplace safety
- Produced reports, shipping labels, and data entry for any incoming and outgoing orders of the company's products
- Maintained the company's daily operations promptly and accurately
- Handled freight, parcel shipment schedules, returns, and transfer processes
- Maintained quality of service by establishing and enforcing organization standards

Jan 2019 - **Office Assistant**

Current One America Home Furniture - Walnut, CA

- Oversaw all office operations, including order processing, invoicing, customer service, inventory check, welcoming and helping walk-in customers.
- Processed transactions accurately and efficiently in a fast-paced environment while simultaneously introducing products that meet the customers' needs
- Built excellent customer service and rapport with all prospective, incoming, and current clients: both walk-in and on the phone
- Assisted the general manager with various administrative tasks on a day to day basis
- Ensure front office area is tidy and presentable, with all necessary stationary and materials

SKILLS

Personal

Sales and Promotion
Assembly and Production
Customer Service
Interpersonal
Communication
Quickbooks

Computer

Adobe Acrobat
Microsoft Office Suite
Data Entry

Typing: 45 WPM

VOLUNTEER EXPERIENCES

Jetpik Co. conference and
convention set up

LANGUAGES

Mandarin

EDUCATION

May 2019 **Bachelor of Arts in Business
Administration**

Whittier College, Whittier, CA

Fall 2018, **Dean's List**

*Spring, 2019 Whittier College,
Whittier, CA*

Jasmine Chou
6637 Moselle Cir, Yorba Linda, CA 92886
ja40520@gmail.com (714) 408-3233

Education

California State University Fullerton, BA Psychology	2016-Current
Santiago Canyon College, AA General Education	2014-2016
Esperanza High School, General Education	2014

Experience

Santiago Canyon College Child Development Center Student Assistant/Intern	Sept. to Dec. 2019
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- Implement and supervise educational activities
- Assist teaching staff
- Maintain clean and safe classrooms

Belts.com Belts Warehouse Warehouse Associate	2017-2018
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- Packing and shipping orders
- Managed inventory
- Restocked shelves
- Edited product photos

Activities

- Crinkled Papers Online Origami Decoration Shop – Proprietor and Operations Manager (2019)
- Bilingual translator, Mandarin Chinese to English
- Volunteer computer and soundboard operator at church



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