

Karen Chen

325 W Adams Boulevard Apt. 6024 ♦ Los Angeles, California 90007 ♦ (213) 265-6581 ♦ karendch@usc.edu

EDUCATION

University of Southern California

B.A. International Relations and Global Business

Expected May 2017

Los Angeles, CA

PROFESSIONAL EXPERIENCE

Customer Relations Intern

Toyota Motor Sales, USA

Torrance, CA

June 2015 – February 2016

- Handle inbound calls from customers, dealers, regional offices, and financial institutions promptly to evaluate the caller's needs and concerns and educate customers about new products and services
- Analyze customer's product or service related concerns to determine customer-oriented solutions within guidelines to build customer satisfaction and loyalty to the Toyota Motor Sales (TMS) brand
- Document all activities and cases clearly and concisely, using the appropriate systems and procedures
- Offer and generate potential sales leads when providing information on a new product or service

Logistics and Supply Chain Intern

Jiangsu E Motors Co., Ltd

Changzhou, Jiangsu, CN

June 2014 - August 2014

- Facilitated the packing team in testing multiple lithium-ion battery prototypes to verify its proper functionality and to distribute them to its appropriate label and packaging for manufacturers
- Ran daily experiments on the batteries to ensure it's operating according to the measured prototype data, along with examining the longevity of each battery to satisfy its required qualifications
- Participated in weekly meetings with the Director of Marketing and Director of Research and Development to improve the testing efficiency and to assure the company meets its weekly quota
- Altered and adjusted testing methods based on research and increased efficiency by 20%

Sales and Business Development Intern

Jiangsu E Motors Co., Ltd

Changzhou, Jiangsu, CN

June 2013 - August 2013

- Researched prospective markets for lithium-ion batteries in neighboring provinces and countries and assisted the Director of Marketing in introducing the product to several market segments
- Acquired new customers from nearby provinces, sold portable battery packs to the client base and met daily quotas, providing excellent customer service, and building the company's reputation
- Grew customer base by 120% through effective sales techniques while managing existing accounts
- Created proposals for new lithium-ion battery products and engaged with senior-level executives to proactively schedule and confirm sales meetings through cold-calling and lead generation campaigns

LEADERSHIP INVOLVEMENT

- Alpha Phi Omega Service Fraternity – Historian, Sectionals Co-Chair
- French Club - President
- English Service Project - Co-coordinator

SKILLS AND INTERESTS

- Languages: English, Mandarin Chinese, Shanghainese, French
- Skills: Microsoft Office (Word, Powerpoint, Excel, Publisher, Outlook), Photoshop, Final Cut Pro
- Interests: photography, baking, rings, exploring, eggs Benedict, purple, crime shows, Polaroids