

LONG YANG

Premier customer service professional maximizing the retail and business services experience with skills in the following areas;

Microsoft Office Dedication Communication

Internet Explorer Responsible Confidentiality

Innovation Detail Oriented Flexibility

Leadership Assertive Organization

Education

High School Diploma, Blackman High School (2008-2012)

Work Experience

- **Nissan / Smyrna, TN**

Assembler & Distribution (Driving), June 2012 – December 2012

Provided vehicle assemblies and customer service for one of the largest automotive industry in the United States and exceeded expectations of managing proper factory conditions.

- Maximized concession sales by providing extraordinary customer service and positive shopping experiences.
- Coordinated the assembly of an automotive vehicle.
- Researched replenishment guides to effectively manage the rotation and maintenance of appropriate product inventory levels.
- Effectively managed equipment and customer issue resolution.
- Executed and provided guidance regarding company standard practices, procedures, and safe work practices.
- Provided leadership and guidance to novice team members to accelerate the training process.

- **MotorCars of Nashville / Mt. Juliet, TN**

Driver/Salesman, February 2013 - August 2016

Provided car delivery services to and from car auctions in Mt. Juliet. Helped assisting in errands that had to be done regarding title and car information. Also errands such as picking up parts from auto part stores and or taking parts to and from stores. Became Salesman to provide Dealership with up most professional quality service to customers.

- **Amazon Delivery Driver / Nashville, TN**

Package Handler/Delivery Driver, October 2016 - June 2018

Sorted and picked packages according to delivery routes. Loaded packages and delivered it safely to customer's home or business.

- **FedEx Freight / Antioch, TN**

Freight Handler, July 2018 - April 2021

Sit Down Forklift Certified. Handled freight whether it was unloading or loading to and from tractor trailers. Recoup and fixed all damaged freight. Recognize and handle hazardous freight with care. Handle freight on a very high traffic dock warehouse.

- **Action Nissan / Nashville, TN**

Delivery Specialist, September 2021 - Present

Assisted salespeople with "Delivery" of a Brand New Nissan vehicle. Explained to customers about importance of surveys and features/safety features of Brand New Nissan vehicles. Followed up with customers after purchase to make sure there were no issues with their experience of buying their Brand New Car.

Extra-Curricular

- **Distributive Education Clubs of America (DECA)** – prepared to be an emerging leader for careers in marketing, finance, hospitality and management while valuing competence, innovation, integrity and teamwork.