

Account Manager Account Manager Account Manager - Sunny Shower USA, Inc Walnut, CA Work Experience Account Manager Sunny Shower USA, Inc - S el Monte, CA February 2018 to Present Traveled to clients and vendor meetings. Led and maximized sales and achieve monthly and annual sales goals. Grew revenue for business. Managed the sales forecasts. Worked in a rapidly expanding and changing environment. Anticipated and creatively resolved problems though sales process. Assured continual account satisfaction via maximum responsiveness, superior service levels, and personalized customer care. Identified opportunities for further expansion of services among current client base. Participated in necessary training, selling techniques and methods, and product capability workshops to stay current in business.

E-Commerce Manager / Customer Service Representative Sunny Shower USA, Inc - S el Monte, CA January 2017 to February 2018 Managed E-Commerce accounts, such as Amazon.com, eBay.com, Houzz.com, Walmart.com, WooCommerce, and Shopify. Responsible for all order entry, return authorizations, issuing refund, cancellations, shipping, and customer service issues. Worked with our technical department and manufacturer for product knowledges to ensure the customer was fully satisfied. Performed detailed and in-depth research to obtain solutions for customers pertaining to theirs requires. Collected customer feedbacks and meticulously research each of reviews to achieve customer satisfaction and consistently meet performance benchmarks in all areas.

Database Administrator - Intern Lien Hua Industrial Corp - Taipei, TW May 2016 to September 2016 Assisted the Senior Analyst in maintaining the company's database using the SQL programming language. Created data analysis report for different departments to improve the efficiency of the business. Communicated to the Senior Developer about bugs on the application. Tested pre-launch application to ensure the program would run smoothly before it is rolled out to the public. Used data analysis to forecast marketing trends.

Education Master of Applied and Computational Mathematics in Applied and Computational Mathematics Florida State University - Tallahassee, FL August 2014 to December 2016 Bachelor of Science in Mathematics in Mathematics Tamkang University - New Taipei City, TW September 2007 to June 2011 Skills SQL, C++, FORTRAN, SAS, LINUX Additional Information SKILLS Office Suite Microsoft Office Suite,

QuickBook   Programming Language   Fortran, C++, GUN Octave, Matlab, Maple, SAS, SQL  
Operating System   Windows, Linux

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