YiLin Tsai

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(626) 215-7020

Current Apple employee with CompTIA A+ Certification seeking internal employment opportunities to discover and broaden career fields. JLPT N2 certified trilingual in Mandarin-English-Japanese, and e-commerce experience with popular seller platform.

Authorized to work in the US for any employer.

Work Experience

AppleCare Partner Relation Advisor
Apple Inc - Cupertino, CA
April 2018 to Present

• Currently working as Tier 1 Advisor under Apple Developer Program Support
• Provided administrative support and promoted the use of available program resources to current and potential future program members
• Proactively provide assistance to and review information of potential program members to meet program enrollment standard
• Guided developers and active program members to the correct resources for their needs

Sales Assistant
JFC International Inc - Los Angeles, CA
January 2017 to December 2017

• Assisted sales representative with order placing and keeping up communication with customers
• Established connection between new customer and sales representative
• Organized paper work, data entry and order entry
• Responded to varies customer calls regarding orders and deliveries in English-Mandarin-Japanese languages

eCommerce Operator
MuzGlobal Inc. - Glendora, CA
June 2016 to December 2016

•Reached out to potential customers and promote products
•Website backstage operator, refilled inventory listings, listed new items for sale
•Managed multiple eCommerce accounts across popular platforms such as eBay, Amazon, Wix, and Shopify

Reception and Customer Service
Pasadena Central Travelodge - Pasadena, CA
April 2011 to September 2014

• Provided services of check-in/check-out of customer reservation and phone reservation
• Assisted with minor issues in guest rooms, ensuring guest satisfaction
• Interfaced with customers, in person and over the phone, answered various questions regarding promotions and services
• Supervised and trained new employees on customer service protocol

Education

Bachelor of Arts in Japanese
University of California - Santa Barbara, CA
June 2016

Skills

• Higher than average consumer level understanding of computer system related knowledge, with high interest in learning more about new technologies.

• Microsoft Office (10+ years), E-Commerce (1 year), Trilingual Mandarin-English-Japanese (10+ years), IT Knowledge (1 year)

• Familiar with Apple Developer Program Support internal tools such as Core, Developer Admin Tool, iTunes DJ, and more.

Certifications/Licenses

Japanese Language Proficiency Test N2
December 2015 to Present
N2 level of Japanese Language Proficiency Test

CompTIA A+
February 2018 to February 2021
CompTIA A+ Certification

Additional Information

SPECIAL SKILLS
• Trilingual Mandarin-English-Japanese
• E-Commerce: Website tools (Wix, Shoptify, Weebly…etc), Backstage operating, Inventory control, eBay and Amazon seller platform
• Computer/ IT Knowledge: CompTiA A+ Certification