

YiLin Tsai

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(626) 215-7020

Work Experience

AppleCare Partner Relation Advisor

Apple Inc - Cupertino, CA

April 2018 to Present

- Provide administrative support and promote the use of available program resources to current and new members
- Answer program enrollment questions and ensure new members meet enrolling requirements
- Guide current members to the correct resources with efficiency and accuracy
- Navigate through internal tools to locate and eliminate any potential issue disrupting member's app availability on the App Store
- Refer and redirect members to departments that handle inquiries corresponding to member's inquiries
- Bilingual in English-Mandarin, able to assist with email inquiries from non-English speaking regions

Sales Assistant

JFC International Inc - Los Angeles, CA

January 2017 to December 2017

- Assisted outside sales representative with order placement
- Established connection between new customers and outside sales representative
- Provided documented product details to customer inquiries
- Organized and analyzed customer orders and offered alternative to any out of stock items
- Responded to customer calls in English-Mandarin-Japanese languages with efficiency
- Worked with outside sales representative and upper management on seasonal promotion details
- Participated in convention hosted by business as event staff, provided information and guided participants at the event

Reception and Customer Service

Pasadena Central Travelodge - Pasadena, CA

April 2011 to September 2014

- Provided service for customer reservation such as check in and check out
- Resolved guest rooms issues with timeliness, ensured guest satisfaction
- Communicated customer feedbacks to upper management
- Verified and recorded cash balances at the beginning and end of each shift
- Interfaced with customers, in person and over phone, responded to inquiries to promotions and services

- Supervised and trained new employees to meet the business' customer service standard

Education

Bachelor of Arts in Japanese

University of California - Santa Barbara, CA

Skills

- HTML/CSS, JavaScript and ReactJS
- Trilingual Mandarin-English-Japanese
- CompTIA A+ Certification
- 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 2023

CompTIA A+ Certification