

# YING (APRIL) YANG

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Auburn, WA 98002

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**Highly committed to integrity and consistency in job environment. Positive attitude and strong learning ability making me efficiently supporting the team.**

**Professional Knowledge:** Customer Service, Finance, Banking, Accounting, Auditing, Risk Management, Microsoft Office (Word, Excel, Outlook and PowerPoint).

## **Professional Experience**

### **09/2014-Present Customer Service Representative, East West Bank, Seattle, WA**

- An expert in banking policies and procedures. Accurately and efficiently conducting multiple job duties daily while highly committed to integrity and consistency.
- Verify and process high volumes of cash, check deposits, wire transfer requests (international & domestic), ACH deposits, loan, and credit card payments for clients by being focused, detail-oriented, and accurate in data entry.
- Open new accounts (Checking, Saving, CD, IRA) for consumers, and focus on customer satisfaction by being responsible for making sure customers' needs are taken care of and problems are solved in a positive timely manner.
- Identify and be aware of fraud transactions by working with risk department, analyze and report any suspicious activities with various transactions to protect the bank and customers from scam.
- A goal achiever by organizing, prioritizing, and multitasking in order to meet deadlines and sales goals.

### **12/2013-02/2016 Passenger Service Agent, Swissport U.S.A, Sea-Tac, WA**

- Assisted with Hainan Airline check-in counter, gate departure, customs arrival at Sea-Tac airport by communicating and interacting with a variety of people by offering bilingual English and Mandarin-Chinese.
- Built long-term relationship with passengers and achieved customer satisfaction.

### **07/2012-11/2013 Sales/Bookkeeper Assistant, The Mix Boutique, Federal Way, WA**

- Assisted with posting, listing, promoting of merchandise on e-commerce websites such as Amazon and eBay, and built relationship with customers and vendors.
- Assisted and supported store owner in recording day to day sale transactions and cash receipts in the ledgers via QuickBooks, preparing and maintaining account receivable and account payable records in QuickBooks by generating invoice to customers, disbursing payments to vendors, and adjusting transaction data if sales or purchase orders were returned.
- Made weekly deposits for the owner, assisted with bank reconciliations, and called customers to resolve past due balances.
- Performed clerical duties including answering, screening and transferring inbound phone calls, photocopying, scanning, fax, filing, mailing, maintaining office supply inventories, and coordinating maintenance of office equipment.

### **Education and Certificate**

Bellevue College, Certified Bookkeeper, March 2017

YWCA BankWork\$, Teller Training Certificate, March 2014

Bellevue College, Marketing Management, Associate in Arts Degree, June 2011

### **Achievements and awards in 2018**

- Award “You’re A Star” was recognized by Branch Manager
- Brought in new business with \$250K deposit to help branch with deposit growth. Excellent Branch Employee in January.

### **Achievements and awards in 2016**

- Award “You’re A Star” was recognized by Assistant Branch Manager
- Made outstanding 1.3MM Wealth Management referral

### **Skills**

Bilingual skills in English and Mandarin-Chinese

Build strong relationship with customers

Knowledge in banking and accounting financial experience

Effective communicator and problem solver

Well organized and attention to detail

Positive and enthusiastic attitude under high stress situations

Proficiency in Microsoft office (Word, Excel, and PowerPoint), QuickBooks, and 10 Key