

Jia Chen

Marrickville, NSW, 2204

☎ 0410 609 194 | ✉ kealy1019@gmail.com

Summary

- Looking for a position in sales and customer service.
- Six years face to face customer service and sales experience.
- Strong background in mathematics and statistics.
- Positive and active personality. Eager to learn new skills.

Education

East Tennessee State University

Johnson City, TN, USA

B.S. IN MATHEMATICS (STATISTICS CONCENTRATION)

Aug 2014 - Dec 2017

- Undergraduate Research: Test for Randomness based on the Arcsine Distribution
- Advisor: Prof. Anant Godbole
- Cumulative GPA: 3.7 / 4.0
- Magna Cum Laude

Languages

Chinese Native

English Fluent

Residency and Citizenship Status

United States of America Citizen

Australia Working Visa with no restriction on hours

Experience

Johnson City and Columbia, TN, USA

January 2013-September 2019

NAIL TECHNICIAN

- Received Nail Technician License
- Held a full time job during my education at ETSU (35-45 hours per week).
- Learned to communicate effectively with customers in order to determine customer requirements.
- Developed an understanding of western culture, language, and diversity; learned to fit into a new environment.
- Upsells service and presents offer for new services and strives to deliver exceptional service and maintain a good relationship with the customers.
- Handles customer complaints and resolves any issues to the customers satisfaction.

Programming Languages and Skills

Excel (Intermediate), SAS, R, Minitab, LaTeX