

# Jia Chen

Marrickville, NSW, 2204

☎ 0410 609 194 | ✉ kealy1019@gmail.com

## Summary

---

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

## Education

---

### East Tennessee State University

B.S. IN MATHEMATICS (STATISTICS CONCENTRATION)

Johnson City, TN, USA

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

---

### All Salons:

Johnson City and Columbia, TN, USA

NAIL TECHNICIAN

January 2013-September 2019

- Received Nail Technician License
- Held a full time job during my education at ETSU (35-45 hours per week).
- 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,  $\text{\LaTeX}$