

# Jia Chen

Marrickville, NSW, 2204

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## Summary

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- 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

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### 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

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Chinese    Native

English    Fluent

## Residency and Citizenship Status

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United States of America    Citizen

Australia    Working Visa with no restriction on hours

## Experience

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### Nail Technician

*Virginia and Tennessee, USA*

ALL SALONS:

*January 2013-September 2019*

- Recieved 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

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Excel (Intermediate), SAS, R, Minitab,  $\text{\LaTeX}$