

# ERIC AN

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## **SUMMARY OF QUALIFICATIONS**

- Great oral and written communication skills
- Strong interpersonal skills
- Ability to handle large amount of responsibilities
- Action-oriented/Goal-focused
- Experienced in fast-paced environments
- Well developed organizational skills
- Training and supervision experience
- Strong analytical and critical thinking skills
- Developed conflict management skills
- Disciplined/Self-motivated

## **EDUCATION**

**University of California, San Diego** June 2009  
Bachelor's Degree in Economics

## **PROFESSIONAL EXPERIENCE**

California State University, Fullerton - Army R.O.T.C. *Fullerton, CA* August 2014 – May 2015

### **CADET TEAM LEADER**

- Trained, supervised, and motivated 3-4 team members in classroom material and execution drills
- Effectively and efficiently communicated and delegated important program and training information
- Counseled team members about performance, expectations, and goals
- Applied critical thinking skills in leading and executing mock field operations
- Kept accountability and provided guidance for team members during high-pressure training exercises

Postal Annex *Irvine, CA*

June 2008 – September 2014

### **OPERATIONS MANAGER**

- Directed daily operations by composing a strong business plan and vision
- Drafted a comprehensive prospective hiring and employee training manual
- Controlled and monitored an inventory with over 400 different products
- Packed various-sized boxes of various items on a daily basis
- Experienced with shipping couriers like UPS, FedEx, USPS, DHL, OnTrac, GSO
- Delegated routine and atypical tasks on products/services to employees
- Updated computer system hardware/software on a routine basis
- Researched and innovated new products/services to increase revenue and customer count
- Dealt with customer service issues and claims processing for untrackable/lost/damaged packages
- Created and designed presentation boards, brochures, folders, and flyer handouts for customers
- Operated and troubleshoot complex facsimile, scanner and copier machines

### **NOTARY PUBLIC**

- Prevented document fraud by witnessing the signing and verification of the person's identity
- Maintained a meticulous and secure journal, recording precise and detailed information
- Administered oaths and affirmations, authenticating the person's awareness and understanding of the notary act

University of California, San Diego - SAFE Program *La Jolla, CA*

September 2006 – June 2007

### **PEER EDUCATOR**

- Conducted independent counseling sessions with college peers for alcohol and substance intervention followed by supervision with licensed psychologists
- Developed strong motivational interviewing skills and general counseling techniques
- Acquired strong verbal and written communication skills through physical and web-based assessment