


HYEGIN CHO

Order Management Operations / Logistics Specialist

U.S. Citizen | (408) 489-0853 | hgcho@ucdavis.edu | San Jose / Morgan Hill, CA

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EDUCATION

Bachelor of Science in Applied Statistics - Concentration in Economics
University of California, Davis - Davis, CA

June 2018

RELEVANT EXPERIENCE

Logistics Coordinator - Expeditors, Account Services Team Sunnyvale, CA, July, 2018 - Current

- On site at Google Sunnyvale, CA
- Used Tableau to write reports to ensure that the shipments are getting to destination on time.
- Processed over 300 documents per week. These documents include commercial invoices, packing lists, shipper's letter of instructions, airway bills, and other logistics documents that support Google's supply chain.
- Received 97% positive feedback from customers our team worked for.
- Recognized for premium customer service by operations manager from first meeting.
- Worked with compliance department to check customs requirements, then coordinated about 30 shipments per day using variety of carriers.

Computer Room Consultant - IET of UC Davis Davis, CA, September 2016 - June, 2018

- Provided consulting on both Mac and PC platforms while performing basic troubleshooting in computer classrooms.
- Experience in dealing with urgent problems that inevitably occur in computer rooms and educational situations.
- Trained new computer room consultant trainees and reported to lab manager about their progress.

Operations Intern - MOTA Group INC. San Jose, CA, June 2017 - September 2017

- Organized more than 1000 PO numbers and customer data per week using advanced functions in MS Excel.
- Supported new drone launching project which became their main product.
- Presented the products at Entrepreneurship Creative Innovation Festival which was hosted by China Silicon Valley

Certification Exam Grading Assistant- HR Development Services of Korea Seoul, July 2015 - August 2015

- Assisted professors in finding grading errors on national qualification tests.
- Extensive experience in time management in working efficiently around a demanding schedule

INVOLVEMENT

Volunteer Income Tax Assistant - Internal Revenue Service Davis, CA, November 2017 - April 2018

- Offered free tax help to people who generally make \$54,000 or less.
- Helped persons with disabilities and limited English speaking taxpayers who need assistance in preparing their own tax returns.

Secretary - Statistics Club at UC Davis Davis, CA, December 2016 - June, 2018

- Took part in hosting guest speaker events, programming workshops using R and python, study sessions, and social events.
- Wrote and sent out club email to approximately 300 students every week.

SKILLS

- Technical skills: MySQL, Tableau, JavaScript, R, MS Excel, Microsoft Office
- Web skills: HTML/CSS (<https://hyegin.github.io/>) | Foreign language: Korean (Native)