

JESSICA YAU

ABOUT ME

An enthusiastic and self-motivated professional with the ability to work cross-functionally and manage several projects simultaneously. Organized, detail-oriented, and equally comfortable communicating across technical and sales teams, as well as clients and vendors. Capable of thinking outside the box to troubleshoot problems and work efficiently and effectively in challenging, fast-paced, and team-oriented environments.

CONTACT



857.928.4826



Jess.yau051@gmail.com



**23 Colby Road
Quincy, MA 02171**

EDUCATION

Bachelor of Arts in Biology
Boston University, Boston, MA
May 2009

SKILLS

Software

Apple iWork
Google Workspace
JDE E1
Microsoft Office Suite
Optiva
QuickBooks

Design

Adobe Lightroom Classic
Adobe Photoshop
HTML and CSS

Language

Chinese – Cantonese

PROFESSIONAL EXPERIENCE

MANA Products, Long Island City, NY

Chemist II, Research and Development, October 2018 – August 2020

Chemist I, Research and Development, October 2014 – October 2018

Junior Chemist, Research and Development, March 2013 – October 2014

- Specialized in the research, development, and testing of a variety of powder and color cosmetics, and haircare and skincare products
- Responsible for working on product development requests, shade matching, formulating, sample preparation, stability tests, and reworking/adjusting production batches with quality control and production teams to match approved standards
- Collaborated with contracting clients, product developers, sales account managers, and regulatory team to achieve cost-effective and innovative products with the desired formulation, application, shade, and claims
- Ensured formulations met specified costs, ingredient list guidelines and regulatory compliancy, and assigned accurate formula numbers
- Partnered with cross-functional teams to develop and modernize methods for commercializing new development projects
- Organized and maintained product submissions library, proofread fact sheets and ingredient lists, monitored competitive products, and researched raw materials, packaging and trends
- Communicated with vendors regarding raw materials specifications, discrepancies, samples, and new products and ideas

Advanced Behavioral Psychiatry, New York, NY

Office Manager, Part-time, August 2018 – January 2019

- Provided administrative support to the owner to ensure seamless office operations
- Maintained and organized active and archived patient charts
- Tracked expenses and sales via QuickBooks, and prepared profit and loss reports
- Managed office supplies inventory, correspondence, bills, and insurance reimbursements

Hansa USA/Superjeweler.com, New York, NY

E-commerce Customer Service/Shipping Assistant, November 2012 – January 2013

- Handled returns, exchanges and reships of purchase orders in a timely manner to ensure customer satisfaction
- Maintained daily logs and prepared weekly reports on refunds and exchanges
- Prepared an average of 200 purchase orders and invoices each day for shipping and tracking via UPS/USPS/FedEx
- Packed and logged inventory shipped to Amazon Fulfillment (FBA), and also managed inventory recalled back

Skin Pathology Laboratory, Boston, MA

Administrative Assistant/Transcriptionist, May 2010 – September 2012

- Drafted, edited, proofread, and finalized up to 130 diagnostic reports on a daily basis
- Supervised office staff, and assisted the director, pathologists, and lab technicians
- Acted as a liaison between the office, clients, couriers, and outside institutions
- Answered, screened and transferred phone calls, and prepared packages for shipping via UPS/FedEx
- Trained new employees in medical transcription, organization of documents, and other office duties
- Sorted biopsy specimens and assigned them to lab technicians for processing
- Ordered slides and materials from other laboratories/institutions for research and patient care purposes, and maintained logs of all incoming/outgoing materials