

## EDUCATION

San Francisco State University and major in Hospitality and Tourism Management BS

2010- 2014

## EXPERIENCE

### Import Agent

**October, 2015- Present**

#### **Apex Maritime Co., Inc.**

Burlingame, CA

- Developing strong customer relations with sales team, customers, and trucking companies
- Coordinating pre-booking with sales regarding pre-customs filing, rate, routing
- Responding to sales and customer inquiries for pricing and delivery
- Collecting ocean import documentation and submit to brokers for customs clearance
- Communicate status of orders to relevant teams both internally and externally
- Monitoring shipments status including arrival, clearance, rail/ vessel schedule, exam hold
- Coordinating cargo delivery/reschedule to final destination
- Taking care of urgent diversion/transload/filing request
- Arranging payment timely to trucking company, steamship line, terminals, or even exam sites
- Issuing/billing invoices to clients properly following SOP and follow up payment status

### Administrative Assistance

**August, 2017- September, 2018**

#### **Berry Appleman & Leiden LLP**

San Francisco, CA

- Provided general administrative support to legal teams
- Performed general file up-keep including physical filing of paperwork and uploading documents to the internal systems
- Created electronic and/or physical files for new cases; including creating file labels
- Prepared shipping labels and letters and collated packets for employer/client copies
- Assisted with projects as related to the practice
- Sent faxes and scan documents
- Retrieved and returned files, as applicable
- Utilized and updated in-house database
- Prepared reports and performed audits to ensure data quality

### Import/ Entry Agent

**Feb 2015- September 2015**

#### **Dynasty Customs Broker, Inc.**

South San Francisco, CA

- Input import documentation (Importer Security Filing) in US customs system
- Had awareness of import documents provided properly
- Kept tracking status of shipment, location of warehouse, trucker, and reporting to clients
- Followed up with clients, agents, or freight forwarder for entry documents in order to file entry on time
- Arranged or advised clients schedule for cargo picked up
- Answered general inquiries from customers and overseas agents

## HIGHLIGHTS

### SKILLS

- |   |                          |  |
|---|--------------------------|--|
| • Language skills: Mandarin and Cantonese                           | • Customer Service       | • Project Operations                                     |
| • Microsoft Office (Microsoft Excel, Word, Outlook, and PowerPoint) | • Research               | • working independently                                  |
|   | • Flexible               | • Detail-oriented  |
|   | • Self-motivated         | • Capacity to be flexible and take on a variety of tasks |
|   | • Logistics Coordination |  |