

Katherine He

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EDUCATION	University at Buffalo, the State University of New York Bachelor of Science in Business Administration Concentration: Management Information Systems	Buffalo, New York May 2012
WORK EXPERIENCE	FlightSafety International Inc. - A Berkshire Hathaway Company <i>Condition Contract Specialist</i> <ul style="list-style-type: none">Point of contact for special condition pricing, issues with SAP CRM web interface system, special maintenance training invoicing, validity date adjustments and retail rate adjustmentsCalculate, manage and correct the retail rates pricing database to assure that rates falls in line with the formula across the different pricing plansResearch and control discounts entered into customer pricing database to confirm the rate entered matches the signed agreement and remove those that do not have proper approvalWorked with SAP Logon 720 and SAP CRM for pricing approval requests, pricing entrees, sales orders, invoices, financial debits, debit memos, contracts and special pricing <u>Accomplishments</u> <ul style="list-style-type: none">Completed four yearly escalation projects, coordinating with upper managements to calculate new rates for each of the 5000+ aircraft and training package for next calendar yearFormalized an outline to unify price entry in the SAP CRM web interface with our 40 Learning Centers; including troubleshooting steps, examples of common mistakes and the correctionsAwarded a 'Weekly Wonder' by the marketing department for support, patience and skill in January 2014	Flushing, New York July 2012 to Present
	School of Management - Advisory Department <i>Office Administrator Assistant</i> <ul style="list-style-type: none">Managed office traffic and assisted the students with answering simple walk-in questionsArrange an appointment with the advisor and prepared student portfolios for the meetingsEmailed follow up survey to students after their session with their advisorAnswered incoming calls and redirected them to proper authorityInput student information into Access database and Excel spreadsheets	Buffalo, New York August 2009 to May 2012
LEADERSHIP EXPERIENCE	Asian American Student Union <i>Treasure & Senior Advisor</i> <ul style="list-style-type: none">Prepare the club's budgets, ensure that club activities stayed adhere to the budget and managed new fundraising event to increase club budget for future club leadersOrganized workshops to educate other about the Asian American communityPrepared paperwork for room reservation, purchase orders, line transfers, merchandise sales, ticketing events, performance preparations, etc.Trained the new executive board and offered solutions when problems arise <u>Accomplishment</u> <ul style="list-style-type: none">Budgeted an account of \$10,996Generated a revenue of \$3,451Presented budget proposal that increase club funds by \$8,000	Buffalo, New York August 2010 to May 2012
COMPUTER SKILLS	Program Language: Basic HTML & CSS, Basic JavaScript and Basic Ruby Graphical User Interface: SAP Logon 720 GUI and SAP CRM (web interface) Microsoft Programs: Word, PowerPoint, Excel, Access, Outlook, Visio and basic Visual Basics	
LANGUAGE PROFICIENCY	English: Native language Mandarin: Conversational with basic writing/reading Wen Zhou: Intermediate (speaking)	