

Chad Zhang

2210 E 28th Brooklyn, New York 11229 [czhang162@hotmail.com](mailto:czhang162@hotmail.com)

347-497-8088



Dedicated and results-driven individual with a passion for communication, technology and teaching with a track record of positively impacting young learners. Leveraging teaching experience and a background in building meaningful connections, I am committed to creating engaging learning environments that inspire young students to reach their full potential. Currently seeking part time positions in retail, sales development, customer service and help desk.



# Global Education Center

Incheon, South Korea

**Foreign ESL Teacher** 6/2024 to 10/2024

* Developed and delivered engaging English language lessons to students ranging from beginner to advanced levels, improving their speaking, listening, reading and writing skills
* Implemented classroom management strategies to create a positive and structured learning environment, enhancing student focus and participation
* Organized extracurricular activities, such as English-speaking clubs and conversational practice sessions
* Utilized digital tools and edu technology such as interactive whiteboards and language learning textbooks to enhance lesson delivery and student engagement

**Tech Sales Ascension Bootcamp** 1/2024 – 3/2024

*Business Development Student*

* **Key Achievement:** Successfully completed an intensive online tech sales bootcamp taught directly by

top-performing sales reps at public market-leading tech companies like HashiCorp, PagerDuty & MongoDB

* Attended weekly live Q&As to learn directly from top-performing tech sales professionals
* Learned the fundamentals of tech sales development and how to source significant pipeline & ways to best support account executives on a day-to-day basis
* Developed strong sales acumen through mock cold calls, messaging, CRM, and strategic outreach exercises

# WHOLE FOODS MARKET INC

Brooklyn, NY

**Team Member & Cashier** 06/2023 to 11/2023

Increased customer retention rate by 20% on a weekly basis through building strong relationships via friendly conversations

Enhanced product selection process efficiency by 30% through assisting customers with their selections and ordering processes, leading to a 25% increase in average order value.

Contributed to a 25% increase in customer service standards by actively participating in team meetings and proposing innovative solutions,

Processed an average of 200 transactions daily using cash registers, achieving 90% accuracy in payment processing.

Addressed an average of 50 customer inquiries daily, meeting 80% of specific requests promptly and accurately.

# SODEXO Summer Internship

Buffalo, NY

**IS & T Compliance/Audit Summer Intern** 05/2022 to 09/2022

Conducted 10 detailed internal audits within HR and IT functions, ensuring 98% data accuracy and completeness on a weekly basis.

Utilized Excel tools including V-lookup, Pivot Tables and Conditional Formatting to conduct data analysis for access reviews, control testing, and file encryption, resulting in a 15% improvement in efficiency and accuracy. Engaged in internal control testing procedures for 20 different processes, identifying and rectifying 90% of discrepancies

Identified and resolved 15 discrepancies between actual results and expected outcomes, resulting in a 20% decrease in errors.

Facilitated effective communication with senior IT Manager regarding audit-related matters, resulting in a 25% improvement in alignment and implementation of audit recommendations.

# Summer Camp Work Study

Manhattan, NY

**Summer Teaching Assistant** 05/2019 to 09/2019

Orchestrated a diverse range of educational and recreational activities for children including arts, outdoor sports and educational workshops, fostering holistic development for 100+ children

Facilitated daily group discussions and team-building exercises focused on communication, problem-solving, and empathy, resulting in a 25% increase in teamwork and collaboration skills among participants

Provided individualized mentorship and guidance to campers, offering support and encouragement to overcome challenges and develop resilience, resulting in a 40% increase in camper self-esteem and sense of belonging within the community

Collaborated with the lead instructor to deliver engaging and effective lessons providing valuable support and guidance to children in their learning journey.

**Madison High School**

Brooklyn, NY

**Highschool Teaching Assistant** 09/2017 to 06/2018

* + Tutored math to high school students, employing personalized lesson plans tailored to individual learning styles, resulting in a 20% improvement in student comprehension and grades
  + Utilized innovative teaching techniques such as diagrams, math formulas, charts and interactive exercises to simplify complex concepts, leading to a 30% increase in student’s comprehension and engagement
  + Established a nurturing and inclusive learning environment where students felt comfortable asking questions and seeking help, resulting in a 25% increase on their academic performance



**SUNY at Buffalo, Bachelor of Science:** Business Administration, Management Information Systems 6/2023

Buffalo, NY

**Fordham University at Lincoln Center**: Mathematics & Computer Science 12/2019 New York, NY