

CLASSROOM VOLUNTEER ASSISTANT

Core Qualifications

MS Word, Excel, PowerPoint, Outlook, Adobe Photoshop, Kayako, and Salesforce CRM *Experience with AutoCAD, Rhinoceros, C++, Dreamweaver, and Illustrator

Experience

01/2016 to Current

Classroom Volunteer Assistant Arrow Electronics 1/4 All Cities , DE

- Conduct small group and individual classroom activities with students based on differentiated learning needs.
- Assist in individual reading activities with K-6 students.
- Deliver small group lessons to ESL students.

01/2016 to 06/2016

Sales Operations Associate Association Of Women's Health, Obstetric & Neonatal Nurses 1/4 Washington , DC

- Received and processed a large volume of complex order types and ensured payment accuracy.
- Maintained order database and conducted weekly audits of processed orders to ensure accuracy of revenue.
- Tracked and maintained order details and communication using Salesforce.

03/2014 to 01/2016

Administrative Coordinator Care Initiatives 1/4 Belle Plaine , IA

- Researched customer needs to identify and develop market strategic proposals, collateral, and optimization suggestions Collaborated with internal sales contact to provide outstanding customer service to assist internal and external recruitment goals Proactively developed strong relationships with business partners Provided B2B support and training for initiatives and took ownership of multiple account management Managed and maintained over 250 accounts toward performance goals; Responsible for sale consultations with 90% closing rate Administered student admissions, processed applications, and generated a variety type of invoices.

09/2012 to 12/2012

Bilingual Intern OAKLAND DEPARTMENT OF HUMAN RESOURCES MANAGEMENT 1/4 City , STATE

- Assisted in data processing, document translation, event collaboration, and various City of Oakland events.
- Provided interpreting services and supported multilingual projects for various government agencies.
- Proofread documents in relations to city planning and facilitated understanding current city issues and resident concerns.

06/2012 to 03/2014

Legal Assistant LAW OFFICES OF WONG & HUNG 1/4 City , STATE

- Drafted, word processed, and transcribed a variety of legal documents including contracts, pleadings, agreements, interoffice memoranda, correspondence, and other types of legal forms Interpreted for clients in meetings and judicial proceedings; Filed pleadings and other documents with the courts Translated legal documents for non-English speaking clients and attorneys to and from both English to Chinese Managed and monitored 300 active client files; Maintained case file organization efficiency Scheduled and managed appointments for court hearings, interviews, and meetings; organized and facilitated seminars Directed an average of 25 phone calls per day and screened and provided initial consultation for incoming clients Provided technical assistance in computer applications, various administrative duties, and clerical support Handled confidential customer information and provided administrative support in managing database system

05/2008 to 06/2010

Marketing Associate, Web Designer and Developer TOP MICRO, INC 1/4 City , STATE

- Maintained and organized more than 10000 database files and constantly updated product information for website management Conducted market analysis and research to optimize search engine results for the online store Strengthened advertisement on new line of AC adapters and increase keyword exposure to potential customers by 20% Issued invoices and prepare spreadsheet; managed labeling and shipping to ensure all packages are delivered on time Answered questions to provide optimal and technical solutions to customers to ensure satisfactions are met Assisted in preparing spreadsheet for yearly company financial analysis and records; Gathered and collected data for finalizing financial statements and business transactions.

Education

08/2013

Bachelor of Arts : Science East Asian Languages and Cultures UNIVERSITY OF CALIFORNIA Science East Asian Languages and Cultures

Bachelor of Arts : Political Science International Relations DOSHISHA UNIVERSITY Political Science International Relations

08/2013

Japanese Language Studies, Business and Marketing Asia University of California Exchange Student Japanese Language Studies, Business and Marketing Asia Professional references will be provided upon request

Languages

Fluent in English and Mandarin; Proficient in Japanese and conversational Cantonese

Skills

account management, administrative duties, administrative support, Dreamweaver, Adobe Photoshop, AutoCAD, B2B, C++, Cantonese,

Chinese, clerical, closing, computer applications, consultation, contracts, client, clients, customer service, data processing, database, Fluent in English, English, financial analysis, financial statements, forms, government, Illustrator, Japanese, legal, legal documents, managing, Mandarin, market analysis and research, market, meetings, Excel, Outlook, PowerPoint, word, MS Word, optimization, proposals, speaking, reading, recruitment, sales, Salesforce CRM, seminars, shipping, spreadsheet, strategic, technical assistance, phone, translation, type, website management