

Yu-Chen Dong /(Ruby)
Email: ruby.rt33@gmail.com

Objective:

Dedicated professional with extensive experience in logistics and customer service, seeking to leverage expertise in operations management, process improvement, and team collaboration in a challenging new role. Skilled at improving efficiency and maintaining high standards of service. Desire to contribute to the company.

Job Experience:

The UPS Store, Queens, NY

July 2023 - Feb 2024

Clerk

- **Customer Service and Communication:** Provided high-quality customer service by assisting with package tracking, problem resolution, and information inquiries.
- **Technical Proficiency and Data Entry:** Demonstrated proficiency in UPS's shipping and tracking systems, accurately updating shipment details and tracking information.
- **Time Management:** Managed time effectively to meet or exceed all work deadlines, handling multiple customer inquiries and shipments simultaneously.
- **Team Collaboration:** Collaborated with team members to ensure smooth operation of the shipping and receiving processes.

Education:

Queens College of The City University of New York

Expected Dec 2026

Bachelor of Art of Computer Science

Academic Experience:

Relevant Coursework

- C++
- Python
- Java
- HTML / CSS
- General Physics
- Linear algebra
- Calculus

Skill:

Computer: Microsoft certified Azure AI Fundamentals, Microsoft Word, Excel, and PowerPoint

Language: Python, C++, Java, Fluent in Chinese