

Ryan J. Chen

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EXPERIENCE

Product & Sales Coordinator | Oct 2017 — Present

Anatomage | San Jose, CA

- ❖ Maintain sales pipeline and develop relationships with prospects that drive lead conversion and close new sales. Process \$400,000 monthly in new orders.
- ❖ Streamline sales processes on Salesforce by implementing workflows, redesigning objects, cleaning and analyzing data for detailed reports.
- ❖ Certified Salesforce Admin to onboard new users, coordinate development requests and troubleshoot UX issues for both sales and application teams.
- ❖ Spearhead various projects dedicated to automating & optimizing sales processes on Salesforce utilizing HTML, SQL & Apex. Design, develop and QA entire project lifecycle.
- ❖ Engineered an automated, methodical schedule for following up with all leads based on data criteria.

Supply Chain Management Intern | Jun 2016 — Sep 2016

Frito-Lay | Sacramento, CA

- ❖ Pioneered accuracy project for front-line team members in order to increase sales and efficiency.
- ❖ Implemented awareness program between teams using analytical performance boards and improved training methods to minimize human error and save \$90,000 annually in the long run.

Engineering Co-op | Jan 2016 — June 2016

Central Contra Costa Sanitary District | Martinez, CA

- ❖ Charted various construction projects and drafted cost estimates to determine their scope and financial viability.
- ❖ Managed Recycled Water Program communicating with customers and participating in outreach events while tracking user participation using self-built data spreadsheets.

Music Director | Sep 2015 — June 2016

Lounge Lizards a Cappella Group | Davis, CA

- ❖ Unified members together focusing on group cohesion and morale while making executive decisions that best fit the group's goals.
- ❖ Orchestrated rehearsals with concise direction in preparation for performances at charity gigs, school events and annual concerts fully hosted and planned by group.

EDUCATION

B.S. Chemical Engineering | University of California, Davis | June 2017

SKILLS

Technical Proficiencies — HTML, CSS, Javascript, SQL, MS

Certifications — Salesforce Certified Administrator

Areas of Expertise — Team Leadership & Management, Process Optimization, Project Management, Customer Service