

Junjiang Yan

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Will is Power!

Objective

To obtain a position as a procurement assistant or distribution coordinator specifically dealing with inventory management, sales & customer service, material and procurement.

Education

University of La Verne La Verne, CA

Master Degree, Business Management and Administration

August 2012 to June, 2014

Concentration: Supply Chain GPA 3.67

(Core curriculums included but not limited to: Analysis of Business operation, Compliance issues in Supply Chain, Supply Chain Management and Strategy.)

Shanxi University Taiyuan, China

Bachelor Degree, Business Management

September 2007 to June 2011

Major: Accounting

Professional Experience

Torchstar Lighting Corp. Ltd.

December 2013 to July 2014

Customer Service Representative / Procurement assistant – City of Industry, California

Handled incoming call, responding to inquire, complaints, quotation, billing question and payment service request. Calm angry Caller, Repair trust, provide specialized product problem resolution (pre-sales and after-sales) Responsible for editing, placing purchase order (PO) and making sure every file settled before being sent out. In charge of inventory restocking and adjusting the quantity and types of product based on customer need. Deal with customers' returned package, and made full inspection before they were sent back into warehouse.

Key accomplishments:

- ◆ Manage high-volume workload within the deadline-driven environment. Handled average about 30 inquire from email and roughly 20 incoming calls.
- ◆ Continuously helped company keep its customer service rating on a higher level (Include Amazon and EBay)
- ◆ Officially praised for enthusiasm, diligent, initiative and persuasiveness.
- ◆ Successfully Resolved 50% of dispute case on Amazon (A-to-Z) and eBay (eBay case), and redeemed loss and reputation for the company.
- ◆ Responsible for specifically assigned procurement while providing summaries, reports and recommendation.
- ◆ Managed 60% of the procurement files to ensure all products meet requirements by customer.
- ◆ Organized controlled inventory, monitoring inventory changes in term of quantity and quality, providing recommendation and reports based on MRP functions.

Shanxi Coal Imp& Exp. Group Co., Ltd
Accounting Assistant - Taiyuan, China

July, 2011 to June, 2012

- ◆ Key responsibilities handled:
- ◆ Responsible for the financial data input, organized voucher and recoded cash journals.
- ◆ Prepared reports on account payable and account receivable
- ◆ Processing payable invoice weekly.
- ◆ Maintained day-to-day cash & bank transaction.
- ◆ Maintained Balance sheet in terms of loss & profits.

Self-employed

Campus general agent of TSL Doll Corp, Ltd Taiyuan, China

March 2009 to January 2010

- ◆ Created questionnaires for target groups at five universities
- ◆ Collected and analyzed the questionnaires to draw up products marketing strategy
- ◆ Successfully built up five branches in five universities
- ◆ Consistently achieved high selling orders (average 20 dolls per week)
- ◆ Handled customer inquires, resolved customer issue, and proved the ability to multitask.

Technology Skill

- ◆ Inventory management system (Stitch lab, ShipStation, QuickBooks)
- ◆ Computer fluency in Microsoft Office Suite (Word, Excel, PowerPoint)
- ◆ Proficient operation of Online-selling platform such as Amazon and eBay
- ◆ Social Media (Facebook, MSN, LinkedIn)

Extracurricular Activity

- ◆ Volunteered to service ELS program new student orientation.
- ◆ President of Socialism Research Association of Shanxi University
- ◆ 2009 College class tutor assistant
- ◆ Vice Secretary of University student union, public relations department.

Languages and Hobbies

- ◆ Mandarin, English
- ◆ Travelling, Basketball, Workout, Internet Surfing and Reading

Personality

- ◆ Enthusiastic, energetic, diligent, sense of responsibility
- ◆ Adaptable, creative, easygoing, communicative