

OBJECTIVE: Seeking an entry-level customer service position

HIGHLIGHTS OF QUALIFICATIONS:

- Excellent background combining accounting, finance, quantitative analysis and computer proficiency
- Excellent communication and interpersonal skills, written, verbal (friendly and courteous)
- Qualified to take California CPA exam
- Integrity, creative, and cooperative team player who successful working in a fast-paced and deadline-oriented environment
- Bi-lingual: English and Mandarin
- Technical Skills: QuickBooks, Microsoft Word, Visual Studio C++, Excel (Intermediate), PowerPoint, Access, Business Simulation

EDUCATION:

Master of Business Administration, Options: Finance& Marketing (GPA: 4.00) 12/13
 California State University, East Bay, Hayward, CA
Bachelor of Economics, Major: Taxation (GPA: 84/100); 07/10
 Minor: Management and Entrepreneur (GPA: 86/100)
 Central University of Finance and Economics, Beijing, China

EXPERIENCE:

Financial Assistant, MassMutual, Fremont, CA

- Conducted research on various properties in the market 05/12-
- Advised clients on market conditions, prices, mortgages, and legal requirements. 12/12
- Involved in promoting sales of properties through advertisements and open house.
- Prepared investment plan and maintained contact with clients to revise the plan
- Built and maintained relationships with clients.

Accountant, China Telecom, Changsha, China

- Recorded subsidiary ledger and general ledger entries; Entered the data into the database 09/10-
- Filed related forms and other documents 10/11
- Prepared periodic budget report to maintain expenditure controls
- Analyzed monthly branch budgeting and accounting reports
- Involved in calculating taxes owed and preparing tax returns
- Assisted with tax planning
- Liaised with 3 banks and Changsha Tax Department to ensure compliance, transactions, and schedules

Curricular Practical Training, Audit Assistant, Baker Tilly International, Beijing, China

- Participated in tax due diligence of a merger transaction of HR consultant companies
- Collected and analyzed data to detect deficient controls, duplicated effort, extravagance, fraud, and non-compliance with laws, regulations, and management policies Fall 2009
- Prepared detailed reports on audit findings
- Assisted in examining and evaluating financial and information systems
- Involved in recommending controls to ensure system reliability and data integrity
- Contacted corporate clients to address discrepancies and to request supporting documentation

Internship, Taxation Staff, Beijing Local Taxation Bureau, Beijing, China

- Assisted citizens with taxation reporting process; filed policies; assisted with car market contract (taxed) regulation. Summer 2009

Curricular Practical Training, Financial Analyst, Industrial and Commercial Bank of China, Changsha, China Spring 2009

- Analyzed loan applications and made recommendations based on data analysis(insolvency risk, profitability and industry research)
- Assisted in drafting monthly loan analysis of borrowers and pharmaceuticals industry dynamics.

Simulation Project, Accountant , Entrepreneurship Coffee House, CUFE, Beijing, China		09/07-01/09
<ul style="list-style-type: none"> performed daily accounting, and participated in major business decisions Prepared and analyzed the budgeting and accounting report Coordinated marketing activities and policies to promote products and services Involved in identifying and developing marketing strategy Use sales forecasting to ensure the sale and profitability of products Made coffee products, baked cupcakes, and served customers. Developed innovative activities to attract new customers (including successful speakers and promotional incentives) 		
Relevant Coursework		
<ul style="list-style-type: none"> Finance Corporate Financial Management Studies in Financial Markets Financial Management of Banking Industry Portfolio Management 	<ul style="list-style-type: none"> Financial Accounting Managerial Accounting Auditing Tax Accounting Tax Planning 	<ul style="list-style-type: none"> Negotiation Managerial Communications Data Analysis and Modeling Customer Service Strategic Management Executive Leadership
Selected Course Project- Customer Experience Management:		06/13
<p>Researched customer experience/satisfaction at Peterson CAT, San Leandro, CA; determined areas needing improvement and optimization; worked within a team of four classmates.</p> <p>Results: Peterson CAT was very impressed with recommendations and training program developed for employees. Team hired to implement training program to 5 employees. Highly praised by professors and fellow classmates; Grade received: A</p>		
Presentations:		11/09
<p>Selected from 27 schoolmates to present paper at Osaka Business University, Osaka, Japan</p> <p>Course: Entrepreneurship Assignment: Establish a Small Business</p> <p>Paper Title: "Small business Development: How to Expand Local Teahouse's New Market Using Starbucks Model".</p> <p>Results: Researched and Wrote 15 page business plan including: budgeting, finance, marketing, and strategy. Well received by conference attendees; Grade received: A</p>		
AWARDS:		
Outstanding Academic Achievement, California State University, East Bay, Hayward, CA		2013
Golden Key International Honors Society		2013
California State University East Bay MBA Association; Member		2013
Beta Gamma Sigma International Honors Society		2013
Winner of Outstanding Graduation Paper, Central University of Finance and Economics, Beijing, China		2010
State Debater, Central University of Finance and Economics, Beijing, China		2007
PROFESSIONAL REFERENCE:		
Dr. Micah Frankel, PhD. CSUEB Accounting Professor (510) 885-3397		
Dr. Glen Taylor, PhD. CSUEB Management Associate Professor (510) 885-4276		
Mr. Steve Sze, Prosper Financials and Realty President (510)-697-6988		