

YANG WEI

1720 71st St
Brooklyn, NY 11204
626-652-5321
weiy304@gmail.com

OBJECTIVE

A highly motivated and dedicated recent graduate student seeking a full-time job in the capacity of Office Support Assistant within general business environment, offering excellent bilingual communication & interpersonal skills, excellent customer service senses, professional demeanor.

STRENGTHS

Excellent communication and interpersonal communication skills in both Chinese Mandarin and English
Proven abilities in problem solving, time management, multi-tasking and working under pressure
Strong abilities in PowerPoint, Excel, Microsoft Outlook, Microsoft Word, Adobe
Self-motivated, hardworking and detail-oriented, process-focused and results-driven
Ability to take accurate phone messages and deliver messages promptly
Quick Learner, strong adaptability to new environment and situations
Great customer service skills and customer satisfaction sense

EDUCATION

California State University, San Bernardino, CA	San Bernardino, CA
Master of Arts; Major in English Composition GPA 3.850	09/2012-06/2014
Xi'an International Studies University	Xi'an, Shaanxi Province, China
Bachelor of Arts; Major in Teaching Chinese as a Second Language	09/2008-06/2012

EXPERIENCE

CSUSB Writing Center – San Bernardino, CA	04/2014 – 06/2014
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Writing Consultant

- Provided academic suggestions, feedbacks to the writing assignments of students
- Conducted text analysis, grammar and reference style instruction as needed
- Achieved satisfied consulting and instructing services to students from diverse backgrounds
- Assisted with administrative tasks, data collection as well as tutor evaluation
- Prepared conversational topics and activities specialized for international students

The 11th International Cognitive
Linguistic Conference–Xi'an, China
Volunteer

07/2012

- Provided assistance to a 7-days International conference in the preparation of conference materials, food, and accommodation
- Delegated to lead one group of professional scholars to local sightseeing by acting as a tourist guide
- Personal assistant to one of the four key note speakers regarding conference materials presentation and local data collecting

AIESEC, – Krakow, Poland
Chinese Instructor

07/2010 – 09/2010

- Designed and implemented classes teaching situational Mandarin specialized for children
- Combined extra-curricula activities with introducing Chinese cultural that were warmly welcomed by students
- Led children to outdoor activities and accounted for them physically and intellectually,
- Built a bridge between local Polish children and China, Chinese culture

SHAANXI History Museum–Xi'an, China
Bilingual Interpreter

11/2009 – 06/2010

- Conducted at least four Mandarin museum tours daily in the pursuit of meeting tourist needs by introducing the cultural relics professionally, answering related questions, recommending places, tours and managing complaints
- Offered exceptional customer services that ensure every customer has been taken good care of and tackled with difficult situations
- Promoted the Museum souvenirs sales by 20% by introducing and marketing the products to customers