

Yin-Ju Chen(陳映如)
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Highlight of Qualifications

- Group oriented with passion and enthusiasm
- Demonstrating ability to meet deadline and to set priority
- Providing a supporting role in a team environment
- Facilitating in maintaining good atmospheres with other team members
- Excellent creative skill when the logical problem-solving skill could not apply
- Maintaining a balance between work and personal life

Related Experience

TaskUs **November 2018-Current**
User Service Analyst, Taipei, TW

- Analyze and resolve users' issues and concerns
- Resolve 110+ weekly customer inquiries via online platform, actively exceeding targets
- Meet performance targets in all areas such as speed, accuracy and customer satisfaction

OH! Study Education Center
Operation Coordinator, Taipei, TW **December 2015-August 2018**

- Applied schools for countries of UK, U.S,CA,NZ,AU
- Provided Pre-Arrival conferences, visa interview techniques, and accommodations
- Assisted after services of adjustments at school and personal life
- Facilitated education fairs, school activities, seminars, and conferences

Masons Immigration Services
Operation Assistant / Education Consultant, Taipei, TW **February 2012-October 2015**

- Assisted operation manager in preparing and filing documentations
- Maintained a high quality service standard with exist and potential clients and agencies
- Facilitated group projects, annual conferences, and traveling arrangements
- Advised students and parents regarding study abroad programs, policies, and procedures

Education

Bachelor of Art

Eastern Washington University, Bellevue, WA

December 2009

- Major: Children's Studies
- Minor: Communication

Language Ability

- Fluent in Mandarin
- Fluent in English

Interests and Hobbies

- Art galleries, exercises, reading, meditation, arts and creative activities