

YUFAN XU

CONTACT

📞 415-746-0579

✉ yufanx8@gmail.com

📍 San Francisco, CA
USA

EDUCATION

Northeastern University

**B.S. in Business Administration,
Magna Cum Laude**

Sept 2015 - Dec 2018
GPA:3.8

Dual Concentrations:

- Management
- Supply Chain & Operations Management

Sogang University

July 2014 - Aug 2014

US Dept of State-sponsored
scholarship to study a less
commonly taught language

LANGUAGES

English



Cantonese



Mandarin



Taishanese



Korean



WORK EXPERIENCE

Dental Front Office Coordinator/Manager-in-Training

San Bruno Ave Dental Group

Jan 2021 - Present

- Manage the schedules for 10 dentists and 3 dental hygienists to meet productivity goals and minimize downtime
- Oversee a team of 5-9 front desk members and appropriately distribute work to facilitate smooth day-to-day operations and maximize team effectiveness
- Consult and coordinate treatment plans with patients to provide them enough information to make educated decisions regarding their treatment
- Communicate with insurance companies to facilitate higher accuracy in treatment planning and claims billing
- Work with dental labs and shipping companies to promote the timely shipping, fabricating, and receiving of cases
- Train new team members to develop a working understanding of insurance and dental procedures as well as to adhere to a high standard of customer service

Assistant Store Manager

Sherwin Williams

Jan 2019 - Dec 2020

- Placed orders with internal and external suppliers to maintain inventory levels needed to sustain business operations
- Monitored financial reports to effectively grow sales while minimizing expenses in order to reach sales goals
- Coordinated and set staffing schedules to effectively operate the store given limited human resources
- Generated leads and built strong relationships through consistent sales calls over the phone and in person
- Strived to provide an excellent customer experience to build a solid customer base and grow sales
- Trained team members and lead by example with the goal to develop a productive and cohesive team
- Merchandised store front according to company planogram and maintain a clean and professional store appearance

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CERTIFICATIONS

- Registered Dental Assistant

SKILLS

- Computer skills
 - Microsoft (Excel, Word, PowerPoint) Office & Google office suite
 - Softdent
 - Clicktime
 - Kronos
- Highly organized
- Detail and process oriented
- Time management
- Communication - oral, written, interpersonal
- Highly adaptable
- Work well under pressure

REFERENCES

Justin Tin

- ☎ 415-218-3866
- ✉ justintin@aol.com

Jill Roisen

- ☎ 415-513-9204
- ✉ jill.roisen@calawyersforthearts.org

WORK EXPERIENCE

Project Management & Operations Co-op

Third Sector Capital Partners Jan 2018 - June 2018

- Received buy-in from management and executed on initiatives aimed to raise efficiency in internal operations
- Led a firm-wide transition to a new communications application to increase user satisfaction and cut costs
- Planned and coordinated transportation logistics to help ensure the smooth execution of a firm-wide event
- Process-mapped a key talent process in efforts to document firm knowledge
- Researched and wrote new company guidelines to increase team members' work schedule flexibility
- Communicated with applicants to schedule and coordinate case interviews in support of recruiting efforts

Direct Store Delivery (DSD) Excellence Co-op

Bimbo Bakeries USA Jan 2017 - May 2017

- Collected data, performed data analysis, and conducted route rides to identify root causes for high return routes
- Built trusting relationships with sales professionals to gather critical insights for project and foster collaboration
- Formulated and implemented actions from the compiled data to improve route freshness continuously
- Modeled out sales forecasts based on multiple scenarios to recommend a promotion rotational plan for next period

Retail Sales Associate

Service Systems Associates May 2016 - Aug 2016

- Merchandised and rearranged product displays in reaction to special exhibits and inventory levels
- Provided quality customer service to promote customer satisfaction as well as meet individual and team sales goals

Program Assistant, Leadership Assistant

California Lawyers for the Arts May 2013. - Aug 2016

- Created database of past participants and drafted outreach messages in preparation for new alumni network
- Facilitated discussion and activities at enrichment workshops
- Planned and led a public speaking workshop for a group of approximately 30 youth interns