

YANZHEN CHEN

Seoul, South Korea | zackcc06@naver.com | (+82) 10-9833-1206

PROFILE SUMMARY

Detail-oriented, quad-lingual (Korean, Japanese, Chinese, and English) account management professional with a Master's in Japanese Literature & Culture and extensive experience in customer service, relationship management, and project coordination. Proven track record of managing multiple projects simultaneously, delivering exceptional client service, and fostering strong partnerships. Currently seeking a full-time position post-graduation to leverage cultural fluency, analytical expertise, and passion for the travel industry in an account management role at Expedia Group.

EDUCATION

Master of Arts - Japanese Literature & Culture | *Korea University* | Seoul, South Korea

- Thesis: Game Storytelling and Players' in the Digital Age: Focused on '13 Sentinels: Aegis Rim'.

Bachelor of Arts - Japanese Language and Literature | *Korea University* | Seoul, South Korea

PROFESSIONAL EXPERIENCE

Café Associate (Part-Time)

Meeple Board Game Cafe | Seoul, South Korea | November 2023 – Present

- Managed day-to-day operations and customer service to diverse clientele (Chinese, Korean and Japanese-speaking customers).
- Increased customer engagement by creating/managing the café's Chinese media platform 'Little Red Book'
- Developed in-depth knowledge of over 600 board games, ensuring accurate translations of rules and descriptions in Chinese, Korean, and English.
- Significantly increased repeat customers through relationship-building by assisting customers in game selection and providing personalized recommendations.

International Student Academic Assistant

Department of Japanese Language and Literature, Korea University | March 2022 – February 2023

- Supported 25 Chinese undergraduate exchange students, helping them navigate academic and cultural challenges during their time at Korea University. Enhancing collaboration between students and faculty from diverse cultural backgrounds.
- Praised for driving smooth operations and clear communication for project/initiatives with professors & students.
- Led the graduate school application program & increased students academic results through bi-weekly study sessions.

Teaching Assistant

College of Liberal Arts, Administrative Team, Korea University | March 2021 – August 2021

- Assisted faculty with organizing and managing academic conferences and seminars, enhancing collaboration between students and faculty members.
 - Enhanced the international student experience through a cultural/environment adaptation guidance program.
 - Executed /Communicated on multiple deadlines, course scheduling, and exam preparation to faculty/students.
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SKILLS

Languages:

- Korean (Fluent) | Japanese (Advanced) | Chinese (Native) | English (Intermediate)

Technical Skills:

- Microsoft Office (Word, PowerPoint: Advanced; Excel: Intermediate)
- Text Mining Tools (Textom, Khcord: Advanced)
- Translation Tools (memoQ, Yicat: Intermediate)
- Collaboration Tools (Miro: Advanced)

Certifications:

- **TOPIK Level 5 (Test of Proficiency in Korean)** | January 2025
- **Business Translation(Chinese) Level 2** | August 2025
- **National Computer Rank Examination Level 2** | February 2013