

Zion Yang

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Objective

Energetic operations management expert with in depth knowledge of productivity strategies and ability to manage resources to deliver projects within budget. Hoping to secure an operations manager position in an organization where my abilities will be maximized.

Education

**CRIMINOLOGY AND CRIMINAL JUSTICE STUDIES, BACHELOR OF ARTS, 2014,
THE OHIO STATE UNIVERSITY**

Experience

BUSINESS RELATIONSHIP MANAGER | SNOWFOX/JK959 | FEB 2021-Dec 2021

- Build strong and long-lasting client relationships through Costco managerial personnel.
- Monitor Costco communication and promptly respond to calls and emails. Corresponded with Costco to obtain cause and corrective actions for account management perspective.
- Collaborate with sushi production, administration, and executive teams to better serve Costco's needs.
- Evaluate Costco's requests as well as sales strategies' effectiveness for field operations perspective.
- Report and provide feedback to the business development department and management.

BUSINESS SUPPORT MANAGER | SNOWFOX/JK959 | FEB 2021-Dec 2021

- Perform human resources duties, such as maintaining and administering ADP database, document EDD, and file workers' compensation.
- Process payroll via ADP database.
- Assist with policy formulation, hiring and salary administration.
- Submit online job postings, shortlist candidates, and schedule / conduct job interviews.
- Coordinate necessary training in the manufacturing environment for departments (warehouse, production, quality assurance, etc.).
- Submit invoices to the headquarters accounting team. Relay remittances to vendors.
- Various expense / payroll reports, specifications, GMP / SOP / SSOP / HACCP documentation, etc.

ADMINISTRATIVE ASSISTANT | KORDA/NEMETH ENGINEERING | APR 2015-FEB 2021

- Assist engineers, managing correspondence, performing research, and reorganizing specifications / documentation.
- Implement new procedure and format of specification, reports, narrative, proposal, and correspondence templates to replace old manual processing.
- Archive blueprints and drawings by projects.
- Entered data for retrieval for various reports into databases / spreadsheets.
- Understand and perform clerical requests, assisted in electrical, mechanical, structural, surveying, civil, and marketing departments upon request.

INTERN | WASHINGTON LAW FIRM, PLC | AUG 2013-DEC 2013

- Perform translation services both written and verbal in English and Korean, such as forms, letters, and proof documents.
- Assist attorneys and paralegals in preparing documents for submissions.
- Schedule and route clients. Maintain and schedule appointments for attorneys, and answer and route incoming inquiries and calls on a multi-line phone system.

Skills & Abilities

- Communication
- Microsoft Office
- HTML / CSS
- JavaScript
- Adobe InDesign
- Customer relationship management
- Problem-solving
- Teamwork
- Reliability
- Detail-oriented
- Organized
- Data entry
- Decisive
- Efficiency
- Interpersonal communication
- Quality management
- Customer service
- Fluency in English and Korean

CERTIFICATIONS

- HACCP – NSF International, 2021