

JESSICA J. YEUNG

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WORK EXPERIENCE

Advin Biotech, Sorrento Valley, CA

November 2018 – Present

Customer Service Representative

- Collaborate with developers to build a real time Progress Tracking system that connects with our Enterprise Resource Planning (ERP) system, communicate requirements and expectations, and troubleshoot system to provide customers more visibility and confidence on their order's progress
- Track 100+ customer purchase orders and cross-communicate with departments to ensure completion
- Prepare and log 20+ shipping documents for daily drop ship orders and less-than-load (LTL) freight
- Communicate design and document reviews to customers and core members to complete deliverables

Operations Specialist

- Developed and maintain an automated spreadsheet for raw materials needed to be produced, pulled, or processed for production that has decreased preparation time by 10% and decreased backlog
- Support Team Leads in inventory preparation and sales reports for meetings and invoice reconciliations
- Arrange meetings for department meetings and update all attendees with notes and action items
- Proofread internal announcements and revise Standard Operation Procedures (SOP) training material for self-study, presentations, and quarterly internal audits

EDUCATION, PROJECTS, AWARDS, AND AUTOMATION SKILLS

- Good oral and written communication abilities through emails, text channels, and scheduling invites
- Great at using Google Drive & Hangouts, Slack, Microsoft Word, Excel, PowerPoint, and Outlook
- Multilingual in English, Mandarin, Cantonese, and basic Japanese conversation
- Working knowledge of Quality Systems Regulations for Design Control (CFR Title 21 Part 820) and International Organization for Standardization in Quality Management Systems (ISO 13485)

D4SD 2017 – *Finalist (Top 8)*

<https://tinyurl.com/gatecenter>

- Co-Produced an experiential design for the future integration of autonomous vehicles (AV) in San Diego
- Conducted user research sessions to understand San Diego residents' perception of AV integration

SDHacks 2016 – *Best Use of VR/AR Award and SPAWAR Recognition*

<https://tinyurl.com/a-space-team>

- Improved play experience by arranging beta tests and organizing 3D assets for a virtual reality (VR) strategy game with point-to-point navigation and spaceships

University of California San Diego, La Jolla, CA

Class of 2018

Bachelor of Science, Cognitive Science *with Specialization in Human-Computer and Design Interaction*

VOLUNTEER EXPERIENCE

Tzu Chi Association, San Diego, CA – *Volunteer*

September 2012 – Present

- Supporting event operations by setting up and staffing stations for community outreach and reliefs
- Gathering and transporting medical information from patients during medical outreach events

Society of Japanese Animation, Los Angeles, CA – *Anime Expo Registration Assistant*

2018 - 2019

- Oversaw and addressed issues with attendee badge statuses with Eventbrite Organizer app
- Escorted Industry and General attendees to their venues while emphasizing safety procedures

UCSD Tzu Chi Collegiate Association – *Marketing & Public Relations Deputy*

Sept 2017 – June 2018

- Increased student engagement in community service projects through social media outreach
- Publicized the organization's eight missions with weekly compelling posts on Facebook & Instagram

UCSD Muir Art Club – *Executive & Publicity Officer*

March 2016 – June 2018

- Planned out monthly events for 50+ attendees to promote self-care and provide art therapy
- Inventoried and organized club's storage, scheduled & recorded meetings, & created event pages