



Araceli Jeng

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Objective

Seeking teaching position to provide a well-balanced, supportive, and engaging learning environment for all students.

Qualifications

- Record of initiative and responsibility; sought by customers to help with their product needs.
- Talent for building rapport with clientele; professional, mature approach; high energy level; liked by others.
- Business Savvy. Understand the dynamics of team playing and the importance of customer relationship management.
- Outgoing and articulate, with excellent people skills. Frequently commended for communication and interaction skills with customers and colleagues.
- Computer experience includes Microsoft Office. Confident in learning and using new business applications. Experience in QuickBooks.

Experience

Online Sales Retailer **Half.com & E-bay** **2007 - Present**

Sales of electronics and books online; provide excellent customer service through fast shipping and prompt email correspondence with customers; honor warranties for customers; respond to high volume email messages.

Administrative Sales Assistant **Permagro, Inc.** **2006**

Performed data entry; prepared invoices & packing slips; assisted customers via telephone & email communication; scheduled deliveries of products with shipping company partner.

Executive Assistant **U.S. Embroidery Company** **2005**

Processed invoices and packing slips; promptly mailed product samples to clients; processed payroll accounts on computer; translated written documents from Spanish to English; assisted in processing accounts payable and accounts receivable using QuickBooks software; created documents with Adobe Illustrator; reviewed email.

Administrative Assistant **Trigen International** **2004**

Performed general secretarial work, including word processing; analyzed customer and vendor transactions using QuickBooks; prepared & processed invoices, as well as packing slips, using QuickBooks; reviewed email.

Interacted with customers; negotiated with vendors to obtain best pricing; communicated in Spanish & Korean with mono-lingual customers.

Assistant Property Manager **Pacific West Enterprises** **2002 - 2003**

Managed cash assets; advertised available properties; negotiated leases; monitored company budget; ordered office supplies; typed notification letters to tenants; answered telephone calls from clients; scheduled appointments.

Education

San Diego State University **San Diego, California** **8/07 – 12/10**
Bachelor Degree in Marketing

Universidad Autónoma de Madrid **Madrid, Spain** **3/09 – 6/09**
Attended college classes that emphasized marketing courses taught in Spanish. Resided with a Spanish family and traveled extensively throughout Europe.

Chung Ang University **Seoul, South Korea** **8/08 – 11/08**
Completed a semester of marketing courses taught in either Korean or English.