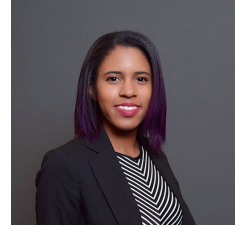


# Jessica Smith



## SUMMARY OF SKILLS

- *Technology Literacy:* MS Office; InDesign; MS Publisher; Google analytics, Netsuite, Hootsuite

## Experience

### Yushan Company USA

March 2017-Present

#### *Customer Service Director/Commerce Coordinator*

- Manage 60+ accounts for order processing, logistics, and invoicing
- Head of customer service over three divisions
- Inventory requests and daily inventory updates
- Developed several technical writing formats and procedures for operation standards

### Dunkin' Donuts

June 2009- September 2016

#### *Assistant Manager*

Long Island, New York

- Lead team to a 3.2% increase in store sales
- Developed and trained new shift leaders
- Maintained store's inventory and payroll
- Promoted from Crew Member to Assistant Manager after only 9 months

### America Reads Program

August 2013- December 2013

#### *Tutor*

Lawrence, Kansas

- Managed bi-weekly database reports for programs to keep track of students' progress and activities performed
- Tutored 12 at-risk elementary students on reading and writing skills by implementing engaging communication methods
- Tutored one-on-one for children using interpersonal communication skills

## Education

### The University of Kansas

May 2016

Bachelors of Science Journalism

Minor in East Asian Languages and Culture with a focus in Korean language

120 hour TEFL Certification-**Norwood English**

### Korea University

August 2014 – July 2015

*Study Abroad*

Seoul, South Korea

### Oberlin University

Summer 2013

*Study Abroad*

Tokyo, Japan