



Karen Yang

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Work Experience



English Teacher • Sesame Street English Gi-Sui Branch (Taiwan)

Mar 2023 - Apr 2024

- teaching ranging from grade 1 to grade 6 children phonics, grammar, and conversation.
- Using interactive ways to teach children and creating positive learning environment .
- being responsible and knowledgeable for teaching



Purchasing Manager • Vannise Enterprise Ltd. (Canada)

Jan 2022 - Feb 2023

- Created an inventory management method to manage in-and-out products.
- In charge of exploring new products, contacting suppliers, and tracking delivery dates.
- Company's revenue increased three times higher after I joined the team.
- Arranging Canadian products export to Taiwan and tracking products' status.
- be responsible for bookkeeping.



Customer Service Assistant • Key Education (Canada)

Nov 2021 - Jan 2022

- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.

- Submitted data entries for clients' accounts quickly to maximize the efficiency.



Front of House Shift Leader • Jinya Ramen Bar (Canada)

May 2017 - Mar 2020

- led 4 servers during a shift to develop a highly efficient and safe work environment.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Remained calm and professional in stressful circumstances and when dealing with unsatisfied customers, effectively diffusing situations.

Education



Sep 2016 - Aug 2022

Simon Fraser University | BC Canada

Bachelor of General Studies in Education

- Double minors in Curriculum and Instruction, and Social Justice.

Strengths

- Competitor analysis
- Business research
- Multitasking and prioritization
- self-starter

Languages

- Mandarin - Native
- English - Professional

Tools

- Microsoft Office Word, PowerPoint, Excel
- Google work tools
- Notion
- Figma
- Photoshop