

Thomas S. Ji

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Objective

Seeking a position in a successful and innovative company as a customer service representative to apply my extensive experience with internet commerce and international client relationship maintenance.

Experience

Online Import-Export via EBAY

*Sales, Management,
Marketing, Development* -
\$25,000/year
January 1999 – Current

- Sold and shipped over 10,000 items to over 5,000 unique customers in the U.S., Europe, and Asia.
- Built and maintained international client relationships via email and telephone.
- Engaged in independent business travel to various countries for market research and customer care.
- <http://stores.ebay.com/WILD-HEAVEN-ANIME>

DiJi Camera

808 S. Western Ave. #208
Los Angeles, CA 90005
dijicamera@gmail.com

Sales Assistant - \$12,000/year
2007 – Current

- Improved customer satisfaction through articulate and helpful service.
- Resolved internal problems by engaging directly with suppliers like Sony, Canon, Nikon, and Fuji.
- Optimized customer/employee telephone interactions.

SK Wyverns, Korean Baseball Organization

Namdong-ku Guwol 1-dong
Incheon, South Korea
032-455-2600

Translator/ Assistant
Summer 2002

- Supervised scouting operations across multiple U.S. States.
- Contacted numerous Minor/Major League Baseball players and managers via phone.
- Assisted with bilingual translation, travel needs, document processing, data entry.

Education

- B.A. - California State University of Long Beach, 2008
Majoring in Economics

Qualifications

- Fluent in English and Korean.
- 50 WPM touch typing, English and Korean
- Proficient in Windows and Macintosh operating systems.
- 3 years in World of Warcraft across 2 expansions.
- 10+ years of experience in customer relations.
- Excellent written and oral communication abilities.

Affiliations

- Member of the EBAY PowerSeller program.
- Member of the 108 Saints Roman Catholic Church.

References provided upon request