

ZHENNI (JENNY) ZHANG

Jenzhang@temple.edu

Tel: 267.886.0115

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2021
Major: Management Information Systems (MIS)
GPA: 3.53

ACTIVITIES:

- Member, National Association of Realtors, 2015 - Current
- Member, Association for Management Information Systems, 2018

EXPERIENCE:

A PLUS REALTOR, Philadelphia, PA December 2016 - Current
Real Estate Agent/Property Manager

- Prepare monthly income statements and analyze variances between actual and budget
- Analyze market trends and conditions to develop competitive market proposals; provide recommendations to clients
- Update weekly management reports regarding metrics employed for market research and recommendations to clients
- Assist managers and principals, resulting in a 30% increase in repeat business and a 50% increase in personal referrals through customer relationship building
- Communicate with financial institutions; verify all purchase agreement terms and conditions met expectations before closing
- Perform adhoc and special projects as necessary

COMMERCE REAL ESTATE, Philadelphia, PA February 2014 - November 2016
Real Estate Agent/Interpreter

- Professionally interacted with customers on 50+ calls per day to address customer inquiries and resolve customer complaints
- Reviewed new property listings; examined market trends and activities
- Entered invoices into QuickBooks; inputted customer data into company software
- Increased customer base diversity by 25% while serving as a Chinese interpreter
- Discussed title requirements with clients to ensure accuracy of financial documentation

HAPPY GARDEN CHINESE RESTAURANT, Oreland, PA March 2010 - November 2013
Manager

- Processed cash and credit card transactions totaling \$7,000 per week; ensured data integrity of computerized menu system
- Improved efficiency by 50% through management of staff
- Increased revenues by 20% through development of marketing plans and analysis of customer satisfaction level
- Ensured health, safety and hygiene procedures and standards were maintained

SKILLS & LANGUAGES:

- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, Access
- MySQL, Tableau, HTML, Visual Studio, Java, Javascript, AWS, Node.js, R, CSS, JQuery
- Mandarin (fluent), English (fluent)
- Certified Real Estate License