

Wei Zhang

Philadelphia, PA | wei.azn.zhang@gmail.com

EDUCATION

Temple University - Bachelor of Business Administration

Major: Management Information Systems | GPA: 3.84

Philadelphia, PA

May 2027

WORK EXPERIENCE

THY Trading, LLC.

E-Commerce Operations Manager

March 2020 - Present

Phoenixville, PA

- Directed day-to-day e-commerce operations for a nationwide distributor, managing order fulfillment across Veeqo, ShipStation, Amazon, and the company's B2B platform while maintaining on-site inventory.
- Maintained and optimized 1,000+ product listings, monitored analytics, and resolved technical issues to ensure site reliability and a smooth customer experience.
- Oversaw financial operations by reconciling expenses, processing payments, and generating revenue reports to support leadership decision-making.
- Leveraged Salesforce CRM to manage client relationships, track orders, and streamline internal communication across sales and fulfillment teams.

Dunkin Donut

Crew Member

2018 - 2019

Philadelphia, PA

- Provided fast-paced customer service while managing cash transactions and maintaining store efficiency in a high-volume environment.

VOLUNTEERING

Take Trips MES, Inc.

Technical Support Volunteer

October 2025 - Present

Remote

- Troubleshoot and maintain the organization's digital systems to support its mission of empowering formerly incarcerated youth of color.
- Provide technical support and onboarding assistance for team members using Google Workspace and GoDaddy, ensuring seamless communication and collaboration.

TECHNICAL SKILLS

Data & Development: Python, SQL, Tableau, Microsoft Excel, JavaScript, HTML/CSS

Software: Microsoft Office Suite (Word, PowerPoint, Outlook), Salesforce CRM