

JENNIFER L. CHAO

600 Embarcadero
San Francisco, CA 94107
415.957.9800
jennchao001@gmail.com

Experience

Delancey Street Foundation (San Francisco, CA)

Feb. 2015-Current

- 1- EA to Mimi Silbert, President and CEO of Delancey Street Foundation
 - File Clerk
 - Responsible for creating Thank You letters to those who donated to the Foundation.
 - Answering all incoming phone calls to the President's Office.
 - Responsible for sorting incoming/outgoing mail and making sure it's delivered in a timely fashion.
 - Logging all correspondence via letter into the database.
- 2- Accounting & Finance Department (Accounts Receivable)
 - Responsible for making customer analysis phone calls to customers averaging 40-50 per week.
 - Reconciliation of credit card receipts.
 - Ability to work with Quickbooks and Microsoft Excel.
 - Count of daily cash received from the café, restaurant, and moving company as well as Christmas tree lot sales.
 - Upkeep and organization of all files within the Accounting Department.
- 3- Customer Service Support & Front Desk/ Concierge
 - Responsible for answering/transferring approximately 50-60 phone calls a day for the Foundation which houses over 300 residents.
 - Responsible for greeting and setting up appointments for incoming residents.
 - Responsible for keeping track of residents who come and go within the program and keeping the premises secure.
 - Responsible for keeping a daily log of all incoming/outgoing phone calls as well as security rounds for the day/evening hours.
 - Required to communicate clearly with others about what is going on at the front desk and within the foundation.
 - Responsible for conducting nightly security checks and keeping the grounds safe.
- 4- Peer Support Specialist
 - Tutored others in Essay Writing and English in order for them to pass the GED test.
 - Proficient in Interpersonal Communication skills as a Mentor for those just coming into Delancey Street Foundation.
 - Medical Escort to those who had medical appointments outside of Delancey Street. Responsible for obtaining their records, ID and personal information and bringing it to the appointment. Relaying the information given at the appointment back to the Head of Medical at Delancey Street Foundation.

Sodexo (Foster City, CA)

2012-2013

-Managed the kitchen and head of Catering Department serving VIP parties held at the 10 biotech firms nearby. Responsible for setting up, cleaning up, and serving conference parties held at various locations (between 5-100 people).

<u>Tokie's Japanese Restaurant (Foster City, CA)</u>	<u>2011</u>
<ul style="list-style-type: none"> - Sushi chef responsible for serving the restaurant, which seats 125 patrons as well as take-out and delivery. 	
<u>DeLessio's Market (San Francisco, CA)</u>	<u>2009</u>
<ul style="list-style-type: none"> - Helped manage the location on Market Street with about 15 employees. 	
<u>Boulevard (San Francisco, CA)</u>	<u>2008</u>
<ul style="list-style-type: none"> - Line cook, saute and pantry. 	
<u>The Grand Café (San Francisco, CA)</u>	<u>2007</u>
<ul style="list-style-type: none"> - Line Cook, Saute and pantry station. Restaurant seats 300 patrons. 	
<u>Cortez (San Francisco, CA)</u>	<u>2006</u>
<ul style="list-style-type: none"> - Line cook, saute 	
<u>Lucas Carton (San Francisco, CA)</u>	<u>2005</u>
<ul style="list-style-type: none"> - Staged for 1 month upon graduation from Le Cordon Bleu 	
<u>Peninsula YMCA (San Mateo & San Francisco, CA)</u>	<u>1994-2002</u>
<ul style="list-style-type: none"> - Swim instructor for adults and children. - Lifeguard - Summer Camp Counselor - After School Program Teacher. Children ages 5-15 years in classroom size of about 20 kids. 	
<u>YGC of San Francisco (San Francisco, CA)</u>	<u>2001</u>
<ul style="list-style-type: none"> - Mentored kids under the age of 16 in juvenile hall. Worked side by side with a and a psychologist/ case manager and a probation officer. 	

Education

<u>Le Cordon Bleu (Paris, France)</u>	<u>Graduated 2005</u>
<ul style="list-style-type: none"> - Superior level of French Cuisine & Pastry - Superior level of French wines 	
<u>BERLITZ School of Language (Zurich, Switzerland)</u>	<u>2004</u>
<ul style="list-style-type: none"> - Studied high German 	
<u>TEFOL Program (Rome, Italy)</u>	<u>2003</u>
<ul style="list-style-type: none"> - Teach English as a Second Language, 3 month course 	
<u>University of San Francisco (San Francisco, CA)</u>	<u>Graduated 2000</u>
<ul style="list-style-type: none"> - Major: Psychology/ Psychological Services 	
<u>Calvin College (Grand Rapids, MI)</u>	<u>1998-1999</u>

College of San Mateo (San Mateo, CA)

1995-1998

- Semester Abroad in London, England (Fall 1997)
- Semester Abroad in Paris, France (Spring 1998)

Hillsdale High School, (San Mateo, CA)

Graduated 1995

Skills & Certifications

- Ability to speak intermediate level Mandarin Chinese
- Ability to speak beginner/intermediate level French
- Ability to speak beginner/intermediate level German
- Ability to speak beginner level Italian
- Serve Safe Food Handlers Certification (2017)
- Tutored English and Essay writing to GED students