

David Wang

317-918-8920 | davidwang13292@gmail.com | [mentalplatypus.github.io](https://github.com/mentalplatypus) | Corona, CA

WORK EXPERIENCE

AAXA Technologies, Inc. - Operations

May 2025 - Dec. 2025

- Oversaw end-to-end order fulfillment for projectors and accessories, including processing, inventory coordination, packing, and shipping
- Organized the warehouse for faster picking and packing, ensuring efficient workflow during rush hours
- Created invoices, credit memos, and misc. order adjustments in QuickBooks while keeping product inventory accurate across sales, returns, and exchanges
- Prepared and shipped bulk returns of 50-100 defective projectors to the manufacturer in China every quarter for warranty repair, compiling inventory lists with projector models, serial numbers, and defect descriptions and applying export codes for international freight
- Conducted hands-on testing and troubleshooting of new projector models prior to launch, verifying basic functionality, accuracy of listed specifications, and providing feedback to the product development team
- Researched and evaluated the impact of additional online sales channels, primarily third-party seller marketplaces such as Target and Best Buy, assessing requirements and overhead logistics considerations
- Managed Sponsored Products campaigns in Amazon Seller Central, optimizing keywords and bids to increase sales for our seasonal Halloween projectors by 20%
- Sent email marketing campaigns to a customer mailing list to promote new projector models
- Visualized consumer trends and product preferences in Tableau, presenting findings that informed our overarching marketplace strategy via data-driven decisions
- Trained 2 new support specialists and streamlined SOPs for RMA/returns, fulfillment, and ticket handling in line with company policy, helping them work sooner and more independently

AAXA Technologies, Inc. - Technical Support Specialist

Oct. 2024 - May 2025

- Fulfilled basic customer orders for projectors and accessories, cross-checking items against pick lists to prevent shipping errors
- Maintained and updated the company website and other e-commerce storefronts to reflect changes in projector models, specifications, pricing, and availability, ensuring up-to-date product listings
- Answered 15-20 customer support tickets on Zendesk daily, providing technical assistance in the form of setup guidance, troubleshooting, firmware-related questions, and general order-related inquiries
- Handled customer returns process by inspecting projectors for defects and issuing replacements for those within the warranty period

EDUCATION

University of California - Riverside | Riverside, CA

Expected Jun. 2029

- Professional Master of Business Administration (PMBA)

Purdue University | West Lafayette, IN

Aug. 2018 - May 2022

- Bachelor of Science in Data Visualization
- Bachelor of Science in Web Programming and Design

SKILLS

Technical

- Data & Analytics: Microsoft Excel (PivotTables, XLOOKUP, PowerQuery), SQL, Tableau
- Business Systems: Zendesk (Ticketing System), QuickBooks
- Marketing: Amazon Seller Central (advertising), Meta Ads Manager, Google Analytics
- Web Development & Design: HTML/CSS, JavaScript, Figma, Adobe Photoshop

CERTIFICATIONS

- CompTIA Network+
- CompTIA A+ CE

Expected Jan. 2027

Issued Sep. 2024 | Valid through Sep. 2027