

SHANNON YEH

WORKPLACE OPERATIONS | EMPLOYEE & COMMUNITY EXPERIENCE | ADMINISTRATIVE OPERATIONS

Bellevue, WA | Open to relocation to San Francisco | shannonyeh.com

PROFESSIONAL SUMMARY

Workplace operations and community experience professional with hands-on experience supporting multiple flexible-office locations and fast-paced professional environments. Experienced in office operations, facilities and vendor coordination, client onboarding, workplace access, space readiness, move-ins and move-outs, mail and package services, events, operational reporting, and workplace communications. Strong follow-through, attention to detail, and a service-oriented approach to creating organized, welcoming workplaces.

CORE SKILLS

Workplace Operations | Facilities & Vendor Coordination | Space Readiness | Move-Ins & Move-Outs | Workplace Access & Onboarding | Employee & Client Experience | Event Support | Mail & Package Operations | Operational Reporting | Process Improvement | Cross-Functional Coordination | Excel | Google Workspace | Canva | SAP S/4HANA | Shopify

PROFESSIONAL EXPERIENCE

REGUS / IWG - Bellevue, WA | Community Associate II, Workplace Operations | Dec 2025-Present

- Support day-to-day workplace operations across multiple Bellevue business centers, maintaining professional, organized, client-ready office environments.
- Coordinate office move-ins, move-outs, workspace availability, onboarding activities, access needs, and operational documentation.
- Partner with building teams, vendors, and internal stakeholders to address facilities, maintenance, parking, workplace-service, and space-readiness needs.
- Manage workplace services including mail and package handling, meeting rooms, day offices, virtual-office services, and high-volume client requests.
- Maintain operational trackers, availability records, client documentation, parking data, and satisfaction survey information using Excel and internal systems.
- Support workplace events, office promotions, client engagement initiatives, and communications; gather feedback and coordinate follow-up on service concerns.

BLOOMCHIC - Remote | Customer Service Specialist | Aug 2023-Dec 2025

- Resolved customer issues in a fast-paced e-commerce environment while maintaining accurate documentation and timely follow-through.
- Collaborated across teams to investigate recurring concerns and contributed to customer research by identifying patterns in feedback and communicating insights.

ARC'TERYX | Community Seeding Assistant | Feb 2023-Oct 2024

- Supported community and brand initiatives through outreach, administrative coordination, product logistics, recordkeeping, and operational execution.
- Coordinated with internal and external partners while balancing logistical details and relationship-focused communication.

VIPSHOP | E-Commerce Specialist | Jun 2021-Feb 2023

- Supported high-volume e-commerce operations, product information, digital workflows, data accuracy, reporting, and cross-team issue resolution.

JENSEN JENSEN & ASSOCIATES - Seattle, WA | Leasing Agent | Apr 2025-Aug 2025

- Supported leasing and property operations, prospective resident communication, documentation, and day-to-day administrative coordination.

EDUCATION

Rutgers University - Master of Science, Biomedical Sciences | University at Buffalo - Bachelor of Arts, Fine Arts | Graphic Design Certificate

ADDITIONAL

Languages: English & Chinese | Technology: Microsoft Excel, Google Workspace, Canva, Adobe Creative Cloud, SAP S/4HANA, Shopify