

# SARA TSAI

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## EDUCATION

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**University of Illinois** – Champaign, IL

Bachelor's in International Studies with a focus on Economics, 2008

## PROFESSIONAL EXPERIENCE

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**Leggett & Platt, Inc.** – Chicago, IL

**Jul 2016 – Jul 2017**

### **Rate Analyst**

- Negotiated rates seeking lowest cost options which translated into cost savings for clients.
- Involved with the contract bid process and maintained contract infrastructure.
- Contributed to market strategy by analyzing historic performance against rate levels while keeping abreast of current market trends. Performed cost/benefit analysis to determine best options for each client.
- Managed international rate databases through Oracle.
- Interacted with clients to set up SOPs for new accounts and managed existing SOPs. Involved in new business segment development.

**Yang Ming Corporation** – Downers Grove, IL

**Jan 2009 – Jul 2016**

### **Team Lead, Sales and Marketing**

- Led a team of 6, conducted team training, and conducted weekly team meetings.
- Handled rate requests, priced tariff rates, worked with pricing teams across offices.
- Conducted in depth reporting and analysis for internal use by upper management with various programs, systems, and pivot tables.
- Managed 95 accounts to fully support 3 sales representatives, including the largest VIP client worldwide.

### **Senior Coordinator, Sales and Marketing**

- Conducted customized reporting for the top VIP clients.
- Provided support for contracted accounts signed under 3 sales representatives, including rate inquiries.
- Contract management and liaison for clients, sales reps, and other departments.

### **Inside Sales Coordinator, Sales and Marketing**

- Filed service contracts and amendments with the Federal Maritime Commission.
- Generated weekly reports and summarized with in depth data analysis for internal distribution among upper management for their strategic insight.
- Handled rate requests, corresponded with customers and pricing team, priced tariff rates.
- Contract management of over 100 accounts and liaison for clients, sales reps, and other departments.

### **Documentation and Billing Coordinator**

- Ran outstanding reports and performed collections on past due invoices.
- Performed billing duties, updated payments to system, account reconciliations.

**2A PharmaChem** – Lisle, IL

**Jul 2008 – Nov 2008**

### **Pricing and Procurement Specialist**

- Conducted market research used to adjust the pricing model which drove an increase in sales and customer retention while maximizing profit margins.
- Planning and merchandising, standardizing the pricing and procurement structure.

## SKILLS

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Microsoft Excel, PowerPoint, Word, Office, CRM, Citrix, market research, pricing, pivot tables, data analysis, numbers, customer service, Google Analytics certified