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## WORK EXPERIENCE

**Alibaba**                                                                                            **May 2020 – August 2023**
*Operations Manager*                                                                                    *Guangzhou, China*

- Implemented extensive marketing and promotional initiatives to attract both buyers and sellers, resulting in a **55% increase in total market** share for professional medical beauty equipment.
- Utilized Alibaba's Keyword advertising and premium advertising programs **boosting Conversion Click Rates by 10.6%**.
- Managed Alibaba's cloud computing system, overseeing data storage, hosting, and AI solutions, to uphold an organized database system for clientele and data. This facilitated the seamless execution of marketing email campaigns with enhanced precision and effectiveness.
- Integrated and installed various **software** for desktop and laptop computers, including third-party **applications** to help solve hardware and software issues.
- Enhanced logistics efficiency by switching services, leveraging WeChat internal application, and redesigning logistic templates. Implemented multiple courier services for timely deliveries, resulting in a **6% reduction in logistics costs** and an **18% increase in revenue from shipments**.
- Drafted contracts, collaborated with sales agents, and provided exceptional customer service—**elevating the shop's star ratings to the highest Tier 4** from Tier 1 and **reducing customer complaints by 15%.**
- Provided **technical support to customers** via the Alibaba customer chat and responded to support tickets using the **ticketing system** provided by Alibaba.

## PROJECTS

**Client/Server-Side Web Application Development:**
- Developed a **responsive web application** inspired by Amazon, incorporating user authentication, secure login functionality, and a comprehensive database to facilitate seamless transactions and enhance user experience. (**ASPX pages, Web Forms, Gridviews, custom controls, AJAX, Bootstrap**)

**Capstone Project - Student Social Security Number Form Workflow System:**
- Collaborated in a team to develop an **automated** solution for the Office of International Student & Scholar Services of Temple University, ensuring compliance with regulatory requirements and streamlining workflow processes. (**DBMS, CSS C#, JavaScript, SQL, Project Management**)

**Connect 4 Game Simulation:**
- Built a drag-and-drop game to emulate the classic Connect 4 experience, showcasing proficiency in JavaScript and interactive web development. (**Javascript**)

**Portfolio Development:**
- Created a visually appealing and responsive portfolio using **React.js, Next.js, Tailwind CSS, and Typescript** to showcase projects and skills, demonstrating proficiency in front-end web development and design.

## EDUCATION

**Temple University**                                                                      **Graduation December, 2019**
*Bachelor's Degree, Information Science & Technology*                                            *Philadelphia, PA*

## SKILLS

- Fluent in written and spoken English and Spanish, and spoken Chinese – Mandarin
- JavaScript, C#, HTML, CSS, Tailwind, Typescript, ASP.NET, React.js, Next.js
- Software installation/integration, Debugging, Visual Studio, MySQL, SQLite, DBMS, VMWare
- Microsoft Office, Windows, MacOS, Android, iOS
- Customer service, project management, operations management, troubleshooting, technical support, documentation, support ticketing, software applications, collaboration, user training.