

Alexander Y. Tiou Fat



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<https://alexandertf.github.io/>

EDUCATION

McGill University, Desautels Faculty of Management, Montreal, Canada

2018 - 2021

Bachelor of Commerce - Business Analytics and Retail Management

Minor - Computer Science

ACADEMIC EXPERIENCE

ALDO Group, Montreal, Canada

Winter 2021

Academic Project (*McGill*)

- Cooperated with Aldo to design a sustainable Home try-on strategy/model to increase sales by an expected of at least 10% by 5 years and an anticipated improvement in retention rate among its loyal customers
- Created an e-commerce strategy of a curated subscription model
- Developed the model's marketing strategy such as product recommendation blueprint and payment methods

WORK EXPERIENCE

Air Liquide, Montreal, Canada

Summer 2021

CRM Coordinator (*Salesforce*) Intern

- Managed the integration of Medallia into Salesforce to understand, manage the customer experience and close the loop
- Researched, tested and implemented a new Support Model to help the internal Salesforce users
- Interacted with champions to solve their technical problems, create reports and dashboards and build automated business processes via Salesforce
- Performed regular audit trails in Salesforce to enhance security of data and to monitor and report for compliance

PricewaterhouseCoopers, Moka, Mauritius

Summer 2019

Audit Intern

- Studied basics of auditing and helped audit clients' customer files at 2 leasing companies
- Learned how to cooperate with clients in high pressure situation while maintaining good relationship
- Collected and screened client's data to present to manager

EXTRACURRICULAR AND VOLUNTEER

AMBERER, Montreal, Canada

Summer 2020

UI/UX Designer Volunteer

- Redesigned UI/UX using CSS/HTML to shift its customer relationship on the internet due to COVID-19
- Modified the website to make it suitable to the North American market

Autisme Maurice, Belle Mare, Mauritius

Fall 2016

Volunteer

- Organized and led social and sport activities and the preparation of daily lunch and dinner for a group of 10 children
- Taught children new skills (swimming, singing, painting)

SKILLS AND INTERESTS

Language Skills: Fluent English and French, basic Spanish

Computer Skills:

Programming & Scripting language: Java, Bash, C, Apex

Data Analytics / BI tools: Python, R, Tableau, MS Excel, Power BI

Database: SQL

CRM tools: Salesforce

Development: HTML, CSS, JavaScript