

# Alexander Y. Tiou Fat

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## EDUCATION

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**McGill University**, Desautels Faculty of Management, Montreal, Canada  
*Bachelor of Commerce - Business Analytics and Retail Management*  
*Minor - Computer Science*

2018 - 2021

## ACADEMIC EXPERIENCE

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**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

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**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

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**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

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**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