

Liu Chenxi

DATA ANALYST | Eligible to work in the US

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I was Inspired by data usage for these e-commerce tech companies. Processing and building data/data model is getting more important for all kinds of businesses. By undertaking data-driven workforce planning, the organization will have the tools, it needs to adapt quickly to change, leading to higher and be more productivity. I am happy to service the role that to push the business more effective and powerful.

SKILLS

- Python (pandas)
- Tableau and Power BI
- SQL (PostgreSQL, JOINS)
- Excel (VLOOKUP, PowerPivot, Pivot Tables)
- Git/Github
- Japanese Level 1
- Native Mandarin speaker

PROFESSIONAL EXPERIENCE

Nashville Software School

Data Analytics

January 2021 – Present

Part-Time, 6- month program.

Projects

- **Low income & Elderly assistance (Excel and Excel visualization):** This project is involved with Microsoft Excel and [presented](#) an Excel dashboard to help developing strategy for a Non-profit organization.
- **Nashville cemetery project (individual Excel project):** presentation for Nashville cemetery history with dashboard.
- **App Trader (SQL):** Analyzing two datasets from Apple and Google store to present the best-selling data from cost and purchasing points from business level.

Thomson Reuters

Customer Operation

July 2019 – Present

Thomson Reuters is an international company for the law, tax, compliance, government and media for confident decisions and better businesses.

- Validate the accounting and law firm. Ensure their licensed and having updated business information. This job is very detail focusing and self-problem solving. The firms are coming all round the world. The licenses from different countries are having various websites. We will need to make decisions on the paperwork to validate the firm or reject. Minor mistakes would be leading to lawsuits or legal issues to hurt our firm reception.
- Time management. All the cases are requested the time management. We will keep touching with all the registration users to get their missing paperwork to ensure their legit user. Some of paperwork are involving the sensitive financial information. Keeping the paperwork safe and updating the cases process are the daily routine as well.

Iwata Bolt US

Customer Service coordinator -Chinese/Japanese/English

Mar 2017 – July 2019

- In this position, my main focus is to build a bridge customer and IWATABOLT, to cooperate with them with their orders and provide follow-up after sale. Communicating with clients on the phone is one of my daily tasks. Regularly check emails, put their orders to the order system, and make sure inventories and on time delivery with HQs in Japan and the local venders.

- I handle 25 customers, also have three biggest customers at the Nashville office. I also take responsibility for 60 auto parts in total and those create \$300,000 sales monthly. Managing past due payments is part of my daily tasks.
- Teamwork is a key to success. Helping Non-Japanese speaking colleagues to communicate HQs in Japan is one of priorities for this job.

Coach

Sales Representative -Chinese/English.

2016-2019

- Two points about jobs are: Communicating with customers and Understanding their demands. To support other sales Rep with mandarin and Japanese. Let Chinese and Japanese customers to have great shipping experiences. A good experience will change the image of the company.
- Also, this job is requested to have good working ethic because I will work at holiday and weekends if I'm asked for.

EDUCATION & CERTIFICATIONS

Nashville Software school | Data Analytics Certification (expected Graduate)

Keele University UK | Master, Marketing Management.

Jingdezhen Ceramic College | Bachelor, Business English.