

Emerald Chen

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🐙 github.com/EmeraldNZ

🌐 www.emeraldnz.github.io/Portfolio

EDUCATION / TRAINING

- Diploma in Software Development, A
- Toi Ohomai Institute of Technology 2017-2019
- JS Algorithms and Data Structures Certification
- Free Code Camp (Online Bootcamp) 2018
- Diploma in English for Foreign Trade
- Nanjing University of Aeronautics and Astronautics 2004-2007

PROGRAMING SKILLS

JavaScript ■□□□□ Basic
C# ■□□□□ Basic
SQL ■□□□□ Basic
Selenium ■□□□□ Basic
HTML ■■□□□ Basic
CSS ■■□□□ Basic

INTERESTS

Mountain climbing
Marathon for fun run
Online classes

ADDITIONAL INFORMATION

Full NZ Driver License and own reliable vehicle

CAREER OBJECTIVE

Seeking job opportunities to work as a software tester that could utilise my technical skills and leverage my previous working experiences in different fields into adding value to my future employer

SUMMARY OF KEY SKILLS

Problem Solving Skills:

- Ability to identify and analyse problems, and evaluate the best solutions then implement the plan to achieve the end goal

Communication Skills:

- Excellent communicator with the ability to clearly understand and impart information

Customer Service Skills:

- Experience in face to face customer service
- Able to identify customer needs, and strive to exceed their expectations

Time Management Skills:

- Ability to work on a team within others' timelines and finish my work within deadline

Attention to Detail Skills

- Ability to achieve thoroughness and accuracy when accomplishing a task

WORK EXPERIENCE

Sales Associate | Aotea Gifts Rotorua

2016 – 2018

Aotea Gifts is New Zealand's largest tourist retailer with physical and online stores.

- Served customers locally and internationally to the shop, and effectively addressed customers' queries relating to various products and services
- Won the Top Sales of the month in March 2018
- Awarded as the Best Sales Associate in September 2016

Expat Coordinator | Joanna Real Estate Corporation

2008 – 2014

Joanna Real Estate is the leading luxury relocation service provider in China.

- Served almost 150 expats who are from English-speaking countries and provided them relocation service to ensure them settled down in the new country smoothly
- Collaborated with other team members to handle various HR support services to the hundreds of internal and external employees
- Appointed to work on the client site to assist in setting over 200 European professionals from Volkswagen and Audi the expat service function properly

VOLUNTEER | Toi Ohomai Institute of Technology

2018 – 2019

- Provided individualized assistance for new students as a Buddy Mentor
- Welcomed and helped new students during international orientation weeks

REFERENCES – Available on request