

Cecilia Cao

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SUMMARY OF QUALIFICATIONS

- Proficient in **oral and written** communication (Mandarin Chinese & English)
- Good working knowledge in **Microsoft Office Suite, Google Suite, and SPSS**
- Excellent **teamwork and communication skills**, problem-solving mindset
- Outstanding learning abilities with quick adaption to new concepts, business procedures, and technologies

EDUCATION BACKGROUND

Western University **Ontario, Canada**
Master of International School Leadership & Professional Certificate in Project Management Dec. 2020

Northwest University **Xi'an, China**
Bachelor of Commerce; Major in Business Administration; Minor in Marketing Graduated in July 2019

RELEVANT EXPERIENCE

Administrative Assistant **Remote, Canada**
Crius Financial June 2020 – Present

- Provided administrative support to managers such as answering telephones and tracking orders
- Coordinated email distributions and service orders, as well as acted a liaison between customers and development team to ensure a positive experience for all clients
- Maintained managers' calendars, including effectively planning and scheduled meetings, appointments, as well as preparing documentation for various processes
- Leveraged various administrative tools for data, scheduling, and other office purposes
- Produced reports, presentations, spreadsheets, graphs, charts, diagrams, and illustrations

Human Resource Assistant **Beijing, China**
Suzhou Keda Special Video Communication Co., Ltd. July 2018 – September 2018

- Collected and organized 500 resumes from potential candidates and extracted all the key information to assist HR managers with their decision-making and candidate selection process
- Designed 20 interview questions and scheduled multiple interviews to facilitate interview process
- Provided administrative support for recruitment, record maintenance, file collection and organization

Customer Service Representative **Baoji, China**
Postal Savings Bank of China January 2018 – March 2018

- Educated clients with banking knowledge and information on financial products and referred over 50% of clients to appropriate personnel and business bankers to explore further financial needs
- Assisted customers with administrative inquiries and supported daily operational processes

Marketing Campus Ambassador **Xi'an, China**
Lenovo September 2017 – September 2018

- Led a team of 10 to communicate with Lenovo stakeholders regularly to understand their promotional needs
- Communicated internally with university to analyze the impact of sponsorship events on students
- Designed, organized, and executed two large campus-wide events with an average of 300 attendees to elevate the brand equity of Lenovo on campus; handled venue selection, events promotion, and other associated tasks

EXTRACURRICULAR INVOLVEMENT

Director of Events **Xi'an, China**
Student Union at Northwest University July 2016 – March 2018

- Led an executive team of 5 members to plan yearly events timelines for the university
- Liaised with other departments including Finance and Marketing to design, organize, and execute campus-wide events including the annual gala which garnered over 800 attendees
- Negotiated with sponsors including large education and tech vendors, obtaining an average of \$600 per event