FAN-YI OU

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SKILLS

Python | JavaScript | PHP | Java | SQL | Django | React | Vue | Tailwind CSS | Unity3D | Pytorch
Web Development | UI/UX Design | Frontend | System Analysis | Database Development | Business
System Integration | Product Management | CRM Systems | Mandarin | English

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EXPERIENCE

Aug 2024 — Present

Freelance AI Trainer, *Outlier* (Remote, UK)

Contributor to Outlier's AI models optimising and evaluating.

Jun 2023 — Sep 2023

CRM Specialist, *Jobwise HR Solutions Ltd.* (Tainan, Taiwan)

- Conducted research on the existing Salesforce CRM and evaluated various CRM and ATS systems to identify the best integration solution.
- Facilitated communication between sales, finance, and marketing departments to design an optimal system workflow, collaborating closely with the CRM provider on system justification and design.
- Successfully integrated the selected CRM system into the company's existing processes and **achieved over an 80% improvement in sales workflow efficiency**.
- Performed ad hoc and user acceptance testing (UAT) to ensure data accuracy, system accessibility, and a streamlined application process.
- Created comprehensive documentation and tutorial videos to support a smooth transition to the new system.
- Monitored and evaluated system performance in weekly meetings with my manager and the CRM provider post-implementation.

Oct 2021 — Mar 2022

Interactive Production Team Leader, *360Fashion Network* (Remote, USA)

- Led the creation of AR filters that allow users to virtually try on products and collaborated with team members to design and test a VR experience room, successfully **completing four AR and VR productions** that enhanced user interaction with products.
- Collaborated with the M5Stack team to assist in developing fashion products using their hardware and. software solutions.
- Led the launch and streamlining of a new fashion tech news service through various multimedia formats, attracting **nearly 200 newsletter subscribers** and **achieving a 2% weekly increase in podcast audience**.

Aug 2021 — Sep 2021

Fashion Technology Intern, *360Fashion Network.* (Remote, USA)

- Supported the delivery of the "Python Basics for AI & Robotics" course at Popular Robotics, evaluating and improving course content, which contributed to **2 team members earning their certification**.
- Researched and implemented optimal social media integration platforms, streamlining the content creation process.
- Developed engaging content using AI tools and optimised social media performance with MarketMuse for SEO, boosting brand visibility.
- Expanded reach to global customers by leveraging WeChat Public Accounts Platform to post Chinese content.

EDUCATION

Sep 2021 — Jul 2024

BSc (Eng) Creative Computing, Queen Mary University of London (London, UK)

Graduated with Honour 2:1

A project-based course combining technology, design, and engineering, featuring projects:

- Automated Matching System tailored for Study Abroad Agency • Image Classification AI Model • Unique Theme 3D Tower Defence Game • Crypto Trading Platform Simulator • Automated Plant-Watering System • Weather Application tailored for Gardeners • A Green Digital Twin •

Activities on campus: **AWS JAM Hackathon with Firemind,** focused on AWS EC2 and S3 services.