

FAN-YI OU

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EDUCATION

Sep 2021 — Jul 2024	Creative Computing BSc, Queen Mary University Coursework: Computer Systems and Networks, Database System, Data Mining, Graphical User Interfaces, Neural Networks and Deep Learning, Software Engineering, Web Programming	London, UK
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EXPERIENCE

Jun 2023 — Sep 2023	CRM Specialist, Jobwise HR Solutions Ltd. <ul style="list-style-type: none">Assessed multiple CRM systems to identify the most cost-effective and efficient solution, enhancing company profitability.Integrated the chosen CRM into existing processes, boosting sales workflow efficiency by over 80%.Enhanced communication between sales, finance, and marketing to maximise system performance.Collaborated with the CRM provider for ongoing system refinement and optimisation.Improved system access, accelerating the application process and increasing customer base by 20%.Managed documentation and training, ensuring smooth transition and system usability.Assisted in the implementation and evaluation of the Salesforce system.	Tainan, Taiwan
Oct 2021 — Mar 2022	Interactive Production Team Leader, 360Fashion Network <ul style="list-style-type: none">Led weekly virtual meetings for the interactive production team, fostering collaboration and project alignment.Developed engaging social media filters using Spark AR for enhanced user interaction.Produced and curated fashion tech content across multiple platforms, increasing brand visibility.Streamlined the delivery of a weekly newsletter and podcasts, achieving a consistent 5% increase in audience reach through automation.Contributed to the development phase of fashion tech products, utilising M5Stack for advanced hardware integration.	Remote, USA
Jun 2023 — Sep 2023	Intern, 360Fashion Network. <ul style="list-style-type: none">Evaluated and selected platforms for automating interactive content and optimizing SEO strategies to enhance workflow efficiency.Provided Python training to non-technical staff, enabling them to achieve certification and enhancing team capabilities.	Remote, USA

SKILLS

Programming	Python JavaScript HTML CSS PHP Java SQL C#
Frameworks / Tools	Django React Vue Tailwind CSS Git Unity Pytorch Salesforce
Skills	Web Programming UI/UX Design System Analysis Database Development Business System Development Information Technology frontend CRM
Languages	Mandarin English

PROJECTS

Dec 2023 — Apr 2024	Automated CRM Matching System for Educational Agencies An automated matching system designed specifically for educational agencies, allows users to operate the conditions themselves though the platform. (Python Django, Vue.js, SQLite)
Oct 2023 — Jan 2024	3D Tower Defense Game A 3D tower defense game with multiple levels. (Unity, C#)
Jan 2023 — Mar 2023	Educational Crypto Trading Platform A crypto trading simulator for educational purpose. (PHP, HTML, CSS, MySQL)
Feb 2023 — Mar 2023	Weather Application for Gardeners A weather application designed specifically for gardeners with essential gardening information. (React)