

FAN-YI OU

London, UK | +44 7934484636 | jennyoutw@gmail.com | [LinkedIn](#) | [Website](#)

EDUCATION

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

EXPERIENCE

Jun 2023 — Sep 2023 **CRM Specialist, Jobwise HR Solutions Ltd.** Tainan, Taiwan

- 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.

Oct 2021 — Mar 2022 **Interactive Production Team Leader, 360Fashion Network** Remote, USA

- 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.

Aug 2021 — Sep 2021 **Intern, 360Fashion Network.** Remote, USA

- 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.

SKILLS

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

PROJECTS

Connect.edu — An automated matching system designed specifically for educational agencies. *(Python, Django, Vue.js, SQLite, jQuery)*

Guardians of the Forest — A 3D tower defense game with multiple levels. *(Unity, C#)*

Weather Application for Gardeners — A weather application designed specifically for gardeners. *(React)*

Educational Crypto Trading Platform — A crypto trading simulator. *(PHP, HTML, CSS, MySQL)*

OTHERS

Sep 2024	Attendance, JAM Hackathon by Firemind (AWS partner)	London, UK
Oct 2023 — Nov 2023	Mentee, Microsoft Embrace Mentoring Programme	Remote, UK
Feb 2023 — Dec 2023	Marketing Team, Student Union ROC Taiwan	London, UK
Jul 2022 — Aug 2022	Production Intern, TogetherBa Film Co., Ltd	Tainan, Taiwan