

# JESS MIAO

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## TECHNICAL SKILLS

- CSS, HTML, Javascript, Java
- Financial accounting and reporting
- Auditing
- Microsoft suite, MYOB, Xero
- Strong organisational skills
- Proven expertise in effective business communication
- Ability to present complex data in a clear and easy to understand manner

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## PERSONAL SKILLS

- Excellent communication skills - both English and Mandarin
- Friendly, outgoing personality and customer-centric mindset
- Enjoy working in team environments
- Thrive under pressure and good at meeting deadlines
- Good in planning, organising, and problem solving
- Thrive on learning new technologies
- Self-motivated, hardworking, efficient, and always perform with a high degree of accuracy
- Always willing to go the extra mile

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## EDUCATION

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### Postgraduate Certificate in Information Technology (GPA: 9/9)

The University of Auckland

02/2024 – present

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### Master of Professional Accounting (Graduate with distinction, GPA: 7.5/9)

The University of Auckland

09/2018 – 07/2020

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### Graduate Diploma of Chartered Accountning (Passed all subjects on the first attempt)

Chartered Accountants Australia and New Zealand

07/2020 – 01/2022

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### Bachelor of Education (GPA: 81.34%)

Hunan Normal University

09/2013 – 07/2017

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## WORK EXPERIENCE

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### Financial Assurance Associate

PwC New Zealand

06/2021 – 05/2023

- Built strong relationships with clients, serving as a reliable point of contact and understanding their unique business needs.
- Conducted client meetings and effectively communicated audit findings and recommendations in a clear and concise manner.
- Provided exceptional client service by addressing inquiries, resolving issues, and maintaining a high level of professionalism.
- Collaborated effectively with my teams, sharing knowledge, best practices, and contributing to a positive work environment.
- Assisted in the development and coaching of junior team members, providing guidance and support in their professional growth.
- Demonstrated strong problem-solving skills and the ability to adapt to changing priorities and deadlines.
- Conducted detailed analysis of financial statements, including income statements, balance sheets, and cash flow statements, to identify any discrepancies or potential risks.
- Verified the accuracy of financial data and ensured compliance with accounting standards and regulatory requirements.

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### Assistant Accountant

ECLY Limited

08/2020 – 02/2021

- Liaised with creditors, prepared debits, and reconciled accounts
- Supervised and processed daily account payable and receivable transactions
- Maintained accurate record of customer accounts, credit limits, and related documents

- Prepared payments and issued monthly statements
- Monitored and controlled operating expenses, analysed discrepancies, and escalated to management
- Assisted the manager in preparing financial statements
- Handled receipts and deposits, and participated in regular stock takes

## VOLUNTEER EXPERIENCE

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### Community Services Assistant

**Citizens Advice Bureau – Auckland City Branch**

 07/2020

#### Responsibilities:

- Provided front desk advisory services to the public
- Assisted Justice of the Peace in arranging appointments for interviews
- Maintained accurate record of notarisation and CAB services
- Met with clients, analysed their requirements, and referred them to the appropriate government agencies, lawyers, psychologists, and other service providers

#### Key Achievements:

- Handled difficult clients with respect and professionally
- Achieved 100% customer satisfaction
- Successfully organised Migrant Employment Workshops

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### Student Representative

**Auckland University Student Association**

 03/2019 – 06/2019

#### Responsibilities:

- Represented students by collecting and presenting their requirements, feedback, and complaints to the faculty

#### Key Achievements:

- Assisted students in their personal and emotional issues
- Resolved a major teacher-student conflict in 2019
- Course satisfaction reached 98%

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### Student Director for the Finance Department

**Hunan Normal University**

 09/2014 - 07/2016

#### Responsibilities:

- Prepared semester budget for three student associations
- Maintained and supervised students' income and expenses

#### Key Achievements:

- Completed cash journals and end-of-month accounts reconciliations
- None of the associations experienced any financial problems under my management
- Won the Excellent Student Cadre for my outstanding performance at managing my department

## OTHER

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### Language

- Mandarin
- English

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### Referees

Available upon request