

# YANG LIU

WEB DEVELOPER & DIGITAL STORYTELLER

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## SKILLS

### Design & Development

Adobe Creative Cloud (Illustrator, InDesign, Photoshop),  
HTML, CSS, GitHub, UX design. WordPress, Drupal, Figma,  
Microsoft Word, PowerPoint, Outlook

### Collaborative & Communication

Exceptional communication skills  
Collaborative teamwork to achieve organizational goals

### Proactive Learning & Adaptability

Consistently learning in diverse environments  
Resilience under stressful working conditions

### Customer Service & Client Relations

Serving clients with tact and diplomacy in English and Mandarin  
Ensuring customer satisfaction

### Results-Oriented Mindset

Self-driven and highly motivated to accomplish tasks  
Attention to details, efficiency and creativity

## ACADEMIC PROJECTS

### Website Design – Algonquin College, Ottawa

Designed responsive website projects adhering to  
accessibility standards and optimized content for  
improved user experience.

### UX Design – Algonquin College, Ottawa

Conducted user analysis and designed intuitive user  
experiences, refining design projects and delivering  
client expectations.

Developed prototypes to demonstrate design  
concepts, and optimized user experience based on  
feedback with *Figma* and *Maze*.

## EDUCATION

**Interactive Media Design** 2023 - 2025  
Algonquin College, Ottawa, Canada

**Human Resource Management** 2014 -2017  
Hunan Agricultural University, Changsha, China

**Civil Aviation Transportation Degree** 2009 -2011  
Hunan Urban Professional College, Changsha, China

## WORK EXPERIENCE

**Sales Associate**, Tumi Inc., Ottawa / Gap Inc., Ottawa

- Delivered outstanding customer service by addressing client needs, assisting with purchases, and demonstrating product features.
- Managed inventory, organized product repairs, and ensured efficient merchandise pick-up.
- Performed cashiering tasks, including transactions and daily cash reconciliation.

**Language Instructor**, Ottawa Catholic School Board, Ottawa

- Developed and implemented curriculum aligned with course objectives, preparing detailed teaching plans.
- Maintained classroom order, tailored teaching methods to students' learning styles, and guided effective learning.
- Communicated student progress and performance to parents and administration.

**Cabin Manager**, Garuda / China Southern Airline, Beijing & Jakarta

- Managed pre-flight briefings and managed onboard services, ensuring cabin crew proficiency in safety protocols and standards.
- Supervised flight safety and service quality to achieve passenger satisfaction survey results.
- Coordinated cross-functional teams to ensure smooth flight operations and fostered teamwork.

## REFERENCES

**Phillip Davidson**  
Professor, Algonquin College  
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