



## Education

University of Toronto Scarborough – Honours Bachelor of Arts

2016 – 2021

- Major Program in Media, Journalism and Digital Cultures (Arts) - Media Studies Stream
- Minor Program in Economics for Management Studies

## Courses

- University of Toronto Bootcamp Program - Full-Stack Web Development, Computer Science (CGPA: 3.7/4.0) February – August 2022

## Skills

- Fluent in English, Mandarin.
- Proficient in Python, Html, CSS, JavaScript, Node.js, SQL, Express, MongoDB, GraphQL, React.js.
- Proficient in Microsoft Office to include Outlook, Word, Excel, and PowerPoint.
- Proficient in variety social media account management, live streaming, and media production.

## Work Experience

Player Support Agent – Keywords Studio

September 2021 – August 2022

- Providing player support, moderation, and technical service for different video game companies such as Warner Bros. Games and Discord Inc.
- Provided Chinese localization services for websites, games, and customer service texting macros. Collected, reported, and optimized potential issues from users.
- Worked remotely with self-motivated, experienced with using Zendesk to handle tickets and always achieved at least 3 times the KPI requirements in monthly evaluation.
- Strengthened communication and teamwork skills by cooperating with culturally and linguistically different group members from other studios around the world.

## Project Experience

Club Q

July – August 2022

- Designed a full stack MERN app to provide a simple and interactive platform where club goers can preregister for their spot in line. Built a responsive, accessible, and dynamic web page to enable users to easily navigate site.
- Used GraphQL and MongoDB as the backend database, applied JSON Web Token to secure the data on the app server.
- Connecting APIs to enable website to send spot notifications to the user's mobile number or email address automatically.