
Xiaolin Wu

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SKILLS

- Excellent communication and customer service skills to convey clear and concise information related, expressed, and transmitted on consistent basis
- Ability to use sound reasoning and logic to make quick, effective decisions to handle different situation in workplace
- Multi-lingual skills, fluency in Cantonese, Mandarin, and English
- Had interpersonal and team working skills focused on active listening and non-verbal communication to ensure clarity between managers, employees, and customers

EXPERIENCE

Front Dest, Century Dermatology

Brooklyn, NY

Feb 2023-May 2025

- Demonstrated excellent customer service skills by greeting patients, scheduling appointments, and managing inquiries in a professional manner.
- Ensured accuracy and organization by handling insurance verification, maintaining patient records, and coordinating communications between staff and patients.

Teaching Assistant, SYEP Camba joint Sweet Streams Academy

Brooklyn, NY

June 2021-Aug 2021

- Strong communication and leadership skill fostered by leading comprehensive discussion sections, tutorial, and review sections with an emphasis on the Socratic method of instruction
- Excellent organization skills, demonstrated by keeping detailed class records and set, mark, and provided feedback on examinations, tests, and assignments

Cashier, Sweet Cafe Inc

Brooklyn, NY

Sept 2019-Aug 2020

- Training and mentoring of a staff of 2-3 employees during the 11 months from September 2019 to August 2020, regarding cashier operations and experience to prevent understaffing from May 2021 to February 2022
- Pay attention to changes in the products in a timely manner, and when encountering problems from customers, solve them in a timely and accurate manner to avoid bad reviews caused by defective products sold.

EDUCATION Baruch College, City University of New York (CUNY)

Master of Science in Business Analytics (MSBA) / Expected May 2027

- Incoming graduate student, Fall 2025
- Focus: Data analytics, business intelligence, predictive modeling, and operations strategy

Bachelor of Business Administration (BBA), May 2025

- Major: Finance
 - Cumulative GPA: 3.505
 - Focused on sharpening critical thinking, fostered skills of problem-solving, communication, and leadership
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