

EDUCATION

Dalian University of Foreign Languages	Dalian,China
B.S in Information Management and Information System	Sep.2021 - June.2025
Keio University	Yokohama,Japan
	Sep.2025 - Sep.2027

PROFESSIONAL EXPERIENCE

Accenture	Dalian,China
SAP Business Group Intern	July.2024 - November.2024
<ul style="list-style-type: none">Contributed to implementation of a customized enterprise SAP system designed for the client's needs to optimize production and sales workflows, reduce manual operations, and enhance overall efficiency.Collaborated with SAP software Cross-functional module colleagues to gather requirements from clients, document workflows, and conduct thorough testing for functionality and performance.Delivered the system within a 3-month development cycle; successfully deployed across the company and externally promoted, improving process efficiency and transparency for the client.	
Accenture	Dalian,China
Operations Intern	December.2024 - April.2025
<ul style="list-style-type: none">Responsible for enhancing incident response efficiency by handling urgent user complaints from the call center and ensuring real-time system observability to prevent backend disruptions.Independently managed high-priority support tickets and escalated unresolved technical issues to relevant feature teams. Utilized Grafana and Dynatrace for proactive monitoring, conducted log analysis via Splunk, and followed standardized SOPs for incident resolution.Achieved a measurable reduction in alert response time and escalation delay. Prevented several potential outages, improved end-user service stability, and contributed to a more automated and efficient technical support workflow.	

EXTRACURRICULAR EXPERIENCE

College Students' Innovative Entrepreneurial Training Plan Program	Dalian,China
Team Member	November.2021 - July.2022
<ul style="list-style-type: none">Responsible for organizing and translating tourism resources in Liaoning Province into an English atlas, which won a provincial award.	
Student Union-Dalian University of Foreign Languages	Dalian,China
Head of New Media Department	July.2022 - August.2023
<ul style="list-style-type: none">Responsible for managing the university ' s official website and WeChat public account.Maintained content updates, ensured technical stability, and assisted in planning promotional posts.Improvedstudent engagement with online social mediaplatforms and enhanced visibility of school activities.	
"Challenge Cup" National College Student Business Plan Competition	Dalian,China
Team Leader	February.2023 - July.2023
<ul style="list-style-type: none">Developed a volunteer assistance system to support elderly individuals with mobility or health challenges, enabling real-time help requests and community matching; Received First Prize in university-level competition and was praised for its technical quality and social impact.	

SKILLS AND INTERESTS

- Technical Skills: Proficient in log analysis and monitoring tools such as Grafana, Splunk, and Dynatrace.
- Language Skills: English, Japansese
- Interests: Cooking, jogging, photography