

## Qi Yang

54 Marydon Crescent ON

647-446-2886|qy434667148@gmail.com

---

### **Summary of Qualifications**

- Fluent in Mandarin Chinese and elementary proficiency in French
- High level of customer service skills and working with diverse clients
- Excellent written and oral communication skills
- Ability to work in a team environment and independently
- Excellent proficiently in a wide range of computer software
- Expertise in a wide range of computer technical skills
- Microsoft AZ-400: Designing and Implementing Microsoft DevOps Solution Certificate

### **Education**

Toronto, ON Centennial college September 2022- Present

- Major in Software Engineering Technician

Ottawa, ON Western Quebec Career Centre September 2015

- Quebec Vocational Diploma in Commercial & Residential Real Estate Drafting
- Minor in French language

### **Professional Experience**

Toronto, ON Ministry of Natural Resources and Forestry May 2023 - Present  
IT Systems Assistant

- Prepare reports and presentations using a wide range of software including Power BI, Congos, excel, power automate and APEX.
- Providing technical support to clients via various communication mediums
- Assist and provide database support on various projects using SQL or python
- Provide updates and technical support with GIS mapping systems and conducted data and trend analysis
- Developing websites, and information portals using power app for employee assistance
- Develop and built machine learning models to assist with various ministry data and needs

Toronto, ON UTPA High School June 2017- Present  
Web developer

- Engage in marketing and advertising of school offerings and curriculum to interested students internationally
- Respond to e-mail, telephone and mail inquires prospective students had
- Provide student assistance to new international students, including assisting in completing required paperwork, and documentation
- Develop and marketed advertising material to attract new students

- Provide on-boarding and educational assistance to new students

Toronto, On  
Customer Service/Sales

Rifo Holding Group

January 2020 – Present

- Educated and provided customer with guidance on building material costs and financing options available
- Consulted with various internal business partners in order to find the best possible solutions and prepare accurate responses to client inquiries
- Engage in meaningful discussions with potential clients to understand their goals and identify opportunities to refer new business
- Achieved sales targets of over 180% for account opens and 200% of required new assets transferred
- Identified and resolved client complaints using sound judgment and flexibility