

CHOW SI YI

ADAPTABLE AND VERSATILE WITH A CURIOUS MIND
AND A PASSION FOR RESEARCH WRITING. CRITICAL
AND ANALYTICAL ABOUT DATA.

✉ CONTACT
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EDUCATION —

University of London – LSE

2018- 2021

- BSc (Hons) in Economics and Management
- Specialized in Microeconomics, Macroeconomics, Social Psychology, Management Science Methods, Core Management Concepts, Management Mathematics & Innovation of E-Business

Jurong Junior College 2015-2017

- GCE “A” LEVEL in Mathematics (H2), Physics (H2), Chemistry (H2), General Paper (H1) & Literature (H1)

EXPERIENCE

SEPTEMBER 2019 – MARCH 2020

EVENT COORDINATOR • RE&S Enterprises Ptd Ltd •

- Managed floor with customer service
- Facilitated crowd with new queueing system

APRIL 2018- FEBRUARY 2020

RETAIL ASSISTANT • ROGER DUBUIS •

- Assist sales associates in serving clients
- Engage with clients to find out about their interests for us to recommend suitable products to them
- Provided customer service for any queries
- Assigned ad-hoc tasks like stock taking, administrative matters

SEPTEMBER 2020 – JANUARY 2021

BRAND AMBASSADOR AND CUSTOMER SUCCESS
INTERN • ROBOTO CODING ACADEMY •

- Served as the first touchpoint of the Academy, central node for backend support team
- Customer service
- Used cloud-based Customer Relationship Management (CRM) tools such as HubSpot to manage internal and external support requests from customers and staffs
- Managed student's schedules and educational transcripts
- Assisted in Operations and marketing, and mostly in B2C business administration
- Used Xero to send invoices to clients and for audit purposes

Skills / Hobbies

- Microsoft Word
- PowerPoint
- Excel
- Time management
- Organization
- Leadership
- Strong linguistic skills (English and Mandarin)
- Python Programming (Level 1-5)
- Research Writing
- CRM Tools (HubSpot, Xero and Monday board)
- Customer Service

CO-CURRICULAR ACTIVITIES

OCTOBER 2021 – PRESENT

FREELANCE RESEARCH EDITOR, WRITER

- (main) editor and research writer of start-up business group 'Drama of the World'

FEBRUARY 2020 – PRESENT

PRIVATE TUTOR

- Secondary Level Mathematics, Physics and Chemistry (O Levels)

DECEMBER 2017 – MARCH 2019

FACILITATOR • H-TEAM ROVING EXHIBITION •

- Facilitate the H-Team Roving Exhibition at pre-schools under the ambit of Health Promotion Board
- Educate young children on the importance of healthy living habits including emotional, dietary, oral health, eye care, and physical exercise

AUGUST 2018 – DECEMBER 2018

2IC • SIM-UOL STUDENT REPRESENTATIVE COUNCIL •

BEACH BONANZA COMMITTEE

- Headed the committee alongside the OIC to oversee the entire Beach Bonanza 2018
- Ensured that the sub-committees were meeting deadlines
- Monthly presentations for General Meetings
- Sourced for sponsors and worked closely for shoutouts with them
- Planned program games
- Budget planning
- Planned marketing timeline and marketing efforts
- Backend administrative matters

2016 – 2017

NETBALL • JURONG JUNIOR COLLEGE

- Member of the school Netball Team
- Responsible for logistics and maintenance of the sports supplies

2015 – 2016

STUDENT COUNCIL • JURONG JUNIOR COLLEGE

- Member of the Resource Committee
- Responsible for the logistics supply for school events
- Headed 2016 Freshman Orientation Project

2011 – 2014

NATIONAL POLICE CADET CORPS • FUHUA SECONDARY SCHOOL

- Appointed the pinnacle rank of Station Inspector in 2014
- Head of Administrative Department
- Vice-Captain of the Girls Campcraft Team