

Serina Ko



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SERINAKO.IO

I am really passionate about technology, culture, and people. I love following, learning and exploring the world of technology marked by incessant changes. With my double background in technology and business, I am always happy to be connected with the like-minded people.

I love meeting new people and learning new things. I believe that positive attitude and enthusiasm play a pivotal role in my life. I am currently seeking to join an organization where my skills and experience can contribute to its growth.

EDUCATION

CODER ACADEMY

Diploma of Information Technology,
Full Stack Web Development
July 2018 Melbourne, Australia

- Coursework included Ruby on Rails, MERN stack, UX/UI, computer networking, database design, discrete mathematics, development tools, and development methodologies.
- Receptient of Women in Tech scholarship.

DONGGUK UNIVERSITY

Bachelor of International Trade (International Trade) / Bachelor of Arts (English Language and Literature)
February 2014 Seoul, Korea

- Coursework included leadership, statistical anaysis, economics, marketing, and overseas investment.
- Received academic scholarships for 4 semesters.

THE UNIVERSITY OF BRITISH COLUMBIA

Global Academics Internship Program
April 2012 Vancouver, Canada

- Coursework included international marketing, global negotiation strategies, principles of management communication & organizational behaviour, and intercultural skills for the global economy.

SKILLS

Ruby on Rails	React	S T T E A C H S
JavaScript	Node.js	
HTML5	MongoDB	
CSS	Express.js	
SCSS/SASS	SAP	
Bootstrap	ORACLE BI	

OTHER SPECIALTIES

Project management, business development, establishing and managing distribution networks, business networking, image consulting

INTERESTS

Web & mobile app development, IoT, machine learning, product development

LANGUAGES

English, Korean, Spanish, Chinese

EXPERIENCE

AION CARGO SOLUTIONS PTY LTD

Operations Manager

May 2017 – February 2018 Melbourne, Australia

- Responsible for designing and managing the implementation phase of the diyparcel website project while working with key developers
- Managed the day-to-day operations of the import and export to ensure that customer requirements are met;
- Liaised with vendors and business partners, including other shipping lines, port agents, ship brokers, and other shipping companies, on a daily basis to ensure optimal and smooth operations;
- Verified that shipments are processed through customs for both import and export cargo;
- Responsible for customer service internally, bookings, documentation, and execution of routing for assigned shipments;
- Liaised with customers on a daily basis to consult on their cargo and overall account management.

RGP KOREA

Customer Service & Operations Intern

Nov 2012 – May 2013 Seoul, Korea

- Handled inbound and outbound calls to generate sales and managed customer complaints;
- Coordinated problem resolution strategies to improve systems and procedures;
- Created online/mobile contents to enhance user satisfaction.

HYUNDAI MOBIS INDIA LTD

Production Management Intern

August – December 2011 Chennai, India

- Surveyed and analysed Indian car market sales trends and prepared daily sales and corporate report;
- Provided translation support at employee training workshops;
- Translated car development process documents from Korean to English.

INTER-M CORPORATION LTD

Regional Sales & Marketing Manager

for Europe and Japan

June 2013 – Oct 2016 Seoul, Korea

- Created quarterly and annual international sales forecasts utilising ERP systems (SAP & BI);
 - Participated in international exhibitions/ events promoting Inter-M products and networking, demonstrating excellent knowledge of new products;
 - Installed audio products in global trade shows, which involved cabling and outputting sound by making an integrated audio system;
 - Organised brand new product seminars and provided product trainings to world distributors;
 - Coordinated daily with various in-house departments to provide partners with immediate technical solutions related to Inter-M products;
 - Managed product manufacturing and improvement process with Japanese OEM partner;
 - Enhanced international brand-awareness through the creation and execution of a media plan, building on Inter-M's position as leading manufacturer of audio equipment in Korea;
 - Managed new business opportunities and increased client database by 35% in 12 months;
 - Negotiated sales contracts with international partners. Exceeded every quarterly sales targets by an average of 20% over a 37 months period
- Awarded the CEO Special Award in 2014 in recognition of an excellent sales and work ethic.

BRITISH COLUMBIA GOVERNMENT, MINISTRY OF JOBS, TOURISM & INNOVATION

International Business Development Intern

April – May 2012 Vancouver, Canada

- Supported premier's mission to Asia: Data management of British Columbia delegation;
- Managed clients' requests for information regarding exports from local companies;
- Handled inquiries received from the British Columbia trade investment office in Korea;
- Performed various research duties regarding trade missions and potential local partners.