乐挺

出生年月：1983年2月 籍贯：浙江

户籍：上海 学历：硕士

电话：18964393410 邮箱：43757930@qq.com

核心技能

近10年为客户提供技术支持和咨询的丰富经验

优秀的解释和沟通能力，英语流利

扎实的技术编程（C++，PHP）基础，始终擅长担任技术人员和非技术人士之间的桥梁角色

工作经历

**2020.5——现在：字节跳动（上海分公司） 广告解决方案工程师**

为海外（东南亚）的头部广告主提供广告度量、分析、优化、维护等多种技术服务；

帮助广告主技术团队完成广告产品（再营销、深度事件、API等）的技术对接；

分析广告主的业务数据，优化广告主投放策略，提升广告ROI；

维护广告主的日常投放运营，解决投放中的核心技术问题；

收集广告主反馈，推动产品优化和迭代；

**2018.6——2020.5：微软（上海分公司） 高级技术支持工程师**

负责SQL Server数据库的客户技术支持；

对客户的数据库相关问题（例如性能和高可用技术）进行分析和排查；

根据客户的业务需求提供问题的解决方案；

**2011.4——2018.6：SAP中国研究院 技术支持顾问**

负责SAP中小企业产品（Business One）的技术支持；

帮助大量合作伙伴/客户解决产品的技术问题；

建立并且发布产品技术资料；

和产品开发部门共同进行新版本，提供额外需求和建议；

**2010.8——2011.3：艾司隆软件技术咨询（上海）有限公司 技术分析师**

负责邮件营销分析系统的技术咨询；

提供定制服务和数据分析报告；

**2009.4——2010.7：维塔士电脑软件有限公司 软件程序员**

主机游戏开发（C++）

其它技能和证书

2017.6 SAP SME英语辩论赛最佳辩手

2012.4 SAP Business One产品认证

2005.7 微软系统工程师和数据库管理员认证

英语六级, **口语流利并且兼职从事外文游戏的出版汉化工作**

Ted Yue

Birthday: 1983 Feb Birthplace: Zhejiang

Registered Residence: Shanghai Education: Master Degree Mobile: 18964393410 Email: 43757930@qq.com

Strength

Rich **Customer Support** **& Consultant** Experience for nearly 10 years

Strong Communication Skill **both in fluent English and Chinese**

Technical and Programming (C++, PHP) Experience and always a good fit for **middleman**

Work Experience

**2020.5------Now: Bytedance Shanghai Solution Engineer-Ads**

Providing technical VIP services to international focused accounts like ads measurement, data analysis, delivery optimization and product operation;

Onboarding advertisers with multiple ads product (retargeting, AEO, API, etc);

Doing maintenance work and resolving any critical technical issues during ads delivery;

Collect advertisers’ feedback and push for product optimization with new and enhanced features;

**2018.6------2020.5: Microsoft (Shanghai) Support Escalation Engineer**

Work in customer service and support team of Microsoft SQL Server on Premise and Azure;

Deal with reactive incident or advisory questions reported by customers;

Troubleshooting and analyzing customer database issues (like performance and high availability);

Deliver customized solutions to support complex business requirements;

**2011.4------2018.6: SAP Labs China Support Consultant**

Support Consultant for SAP Small and Midsize Enterprise solution (Business One);

Assist large number of SAP Enterprise Customers/Partners for application issues;

Develop and deliver contents (enablement sessions, presentations, etc.) to key stakeholders;

Work closely with application development team to propose valuable enhancements/feedbacks;

**2010.8------2011.3: Epsilon (Shanghai) Technical Analyst**

Technical support for Epsilon Email-Marketing application;

Provide customized service and outcome analysis report;

**2009.4------2010.7: Virtuos Gaming Software Developer**

Console Game Developer (C++)

Other Skills & Certificates

2017.6 Best Player for SAP SME English Debate Competition

2012.4 SAP Business One Certificated Specialist

2005.7 Microsoft Certificated Software Engineer and Database Administrator (MCSE/MCDBA)

English CET-6, **speaking English fluently and also doing part-time job as a translator**