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| **Duocheng (Jerry) Tian**  jerrytiann@gmail.com  0413 928 369  <http://jerrytian.me>  Melbourne, VIC  SOFT SKILLS & ATTRIBUTES   * Strong understanding of UX/UI principles. * Excellent communicator. * Fluent in Chinese Mandarin. * Great interpersonal skills. * Strong problem-solving abilities. * Collaborative teamwork skills. * Conflict resolution. * Strong leadership skills. * Customer relationship management. * Highly motivated and eager to learn. * Attention to detail.   TECHNICAL SKILLS   * HTML * CSS * JavaScript * Python * SQL * WordPress * Adobe XD * Figma * Photoshop * Microsoft Suite | Employment history  Retail Consultant, OPTUS RETAIL CO  Feb 2016 to Mar 2018   * Delivered excellent customer service tailored to a diverse range of customer needs (with over 90% NPS at the end of employment). * Provided special care for Mandarin speaking customers. * Consistently achieved or exceeded KPI targets (with over 100% year to date KPI figures at the end of employment). * Performed and supervised opening and end of day duties. * Performed administrative duties; stock management, answered queries via phone calls and emails. * Trained and provided guidance for multiple new employees. * Skilled in using various IT programs, including databases and point of sale systems and customer account management.   Cashier, BREADTOP  Jun 2010 to Jan 2014   * Took on multiple roles; general retailer, cleaner, kitchen hand and barista. * Performed administrative duties; managed stock control of drinks, ingredients, and other products. * Performed and supervised opening and end of day duties. * Trained and provided guidance for multiple new employees.   web projects   * Various web development projects can be viewed from my online portfolio at: <http://jerrytian.me>   Education  Bachelor of Information Technology  RMIT University – expected to graduate in Jul 2020   * Major in Bachelor of Information Technology. * Minor in Business Information Technology.   Victorian Certificate of Education  Glen Waverley Secondary College – graduated Dec 2014  Volunteering   * 2016-Present: RMIT Volleyball Club Committee Member. |