**OBJECTIVE**

To pursue a position in the field of Management Information Systems utilizing knowledge and skills obtained in project management, and system / business analysis.

**EDUCATION AND HONORS**

**Miami University, Farmer School of Business, Oxford, Ohio**  Graduation Date: Dec 2011  
Bachelor of Science Major: Management Information Systems Cumulative GPA: 3.5/4.0

**Education and Educational Reform Program in China** Summer 2010

**ITIL Foundation Certificate in IT Service Management**  Apr 2013

**Dell Silver Award** Dec 2013

**TECHNICAL SKILLS**

SQL; HTML; PHP; JavaScript; Ajax; jQuery, Database Design; Microsoft Visio; Microsoft Visual Studio; Adobe Photoshop

**LANGUAGE SKILLS**

Fluent in Mandarin Chinese and English; Advanced Cantonese

**WORK / INTERN EXPERIENCE**

**Product Manager: Sunrise Environmental Technology & Engineering** March 2017 – Present

* Serve as product manager at R&D department which primarily focus on introducing and bringing in advanced medical equipment & solutions from overseas.
* Serve as the project manager for Videomed 3D Digital Operating Room Solution; where my primary role is to bridge the communication between the Videomed (an Italian company) and Sunrise in terms of project assessment, project planning, project facilitating as well as the final implementation.
* Have involved in several major projects from scratch regarding to the implementation of Videomed’s Integrated OR system. Customers include some the most prestigious hospitals in the nation **(Beijing Tiantan Hospital**, **West China Hospital Sichuan Universit**, **Zhongda Hospital Southeast University** and etc. ). Served as on site project manager in terms of people management, hardware installation, software testing as well as offering training to the end user.
* In Charge of translating brochures & data sheets of imported medical products (e.g. Pneumatic Transportation System from OPPENT, Unit Dose Management from SINTECO, OR Integration system from Videomed) for local market development & expansion.
* As an invited unit (Sunrise) from the committee, I planned and participated in the entire process of CHCC (China Hospital Construction Conference) which held in Wuhan in both 2017 and 2018. With our joint efforts, multiple advanced medical systems were successfully displayed in the exhibition and feedbacks were enormous.

**Operation Director: Dazhouquaun(达州圈in0818.com)**  June 2015 – Sep 2016

* Serve as the lead of We-Media of Dazhouquan and primarily focus on the daily operation of company’s Wechat

Official account.

* Successfully planned and organized varies activities (e.g “The cutest baby of Dazhou”, “Eat for free”) which has helped the company’s Wechat official account to raise its number of followers significantly (From 3k to 80k).
* Conducts numerous interesting offline activities with our existing customers to maintain & improve the customer loyalty

as well as to attract those potential ones.

* Maintain continuous follow up with clients after activities were held; analyzing & summarizing feedbacks received

**Co-Founder: Chengdu EaseNect Technology**  Sep 2014 – June 2015

* Involved in designing the E-link smart Wi-Fi router from scratch (**E-link smart Wi-Fi router is B2C solution which primarily focus on catering / entertaining industries. The fundamental ideal of this product is to offer an easy way for indoor customers to access Wi-Fi without password. We call it “One click to Connect”. Under this framework, some key features can be presented such as “Indoor Order Placement”, “Table Reservation”, “Customer line-up” and etc.**; **which significantly enhance the dining experience for customers)**.
* Conduct the initial market research in the neighborhood. Draft preliminary survey, Collect feedbacks from businesses. Initiate Development Document with other co-workers based on the data collected in the previous stage.
* Work with development teams closely to monitor, facilitate as well as review the development progress in a timely manner.
* Conduct test case design, debugging, diagnosing problems, defect submission and verification for the project on weekly basis which delivered by Dev team.

**Application Management Analyst: Dell (China)** June 2012 - Aug 2014

* Serve as the shift lead and primarily focus on supporting Dell's largest planning & manufacturing system - MES Dynamics AX.
* Resolve critical MES Dynamics IT issues detected by monitoring systems and business within SLA (Service Level Agreement).
* Serve as Downtime Call lead in Asia – Pacific region which primarily focus on reviewing & auditing the downtime report generated by other technical lead after a High / Critical IT issue has been resolved
* Work with Development teams, shared services teams via task tickets within stated OLA (Operational Level Agreement).
* Document the incidents learning into the global knowledge database tool for sharing and references.
* Write KB articles for specific IT issues and publish them on Dell’s global knowledge base so it can be referred by L1 team members who’s less experienced or other analysts.
* Perform data analysis of critical MES Dynamics issues and develop stability improvement plan.
* Work with L1 teams to identify recurring issues, KB enhancements, improve SLA (Service Level Agreement) etc.
* Lead junior team members in the team to achieve common goals.
* Conducting MES AX training sessions for new entrants as well as for related personnel.

**Director’s Assistant: IDF Global (Internship)** Summer 2011

* Help directors to generate ideas and filming plan at the preproduction stage; also served as an English interpreter in the company to bridge the communication between overseas clients and the company branch.

**Sales Representative: Longhua Lighting & Decoration Co.Ltd (Internship)** Summer 2009, 2010

* Connect different clients based on their needs and promoted the company’s products & services to them appropriately.

**COURSE EXPERIENCE**

**MIS 387: Project Management**  August 2010 - December 2010

* This course introduces the life cycle concept in application development and examines contemporary concepts, tools, techniques, and methods used in information systems application analysis, design, and development. It also provides an understanding of business application environment, the systems development life cycle (SDLC), and how SDLC is applied in outsourcing, software purchase and software development situations.

**MIS 406: Project Management Continued**  January 2011 – Apr 2011

* This course can be considered as the second part of MIS387. The knowledge and concepts learned in MIS387 have been fully taken into real business world practice. In this course, we had a term project which was to design a brand new Student Schedule System for the Department of Housing, Dining, Recreation & Business Service of Miami University (HDRBS); which HDRBS staff can roll out over time to all HDRBS locations that centralizes employee information, providing consistency and accountability in student scheduling. I was in the development team and my primary job was to write the code to finish the use cases which were assigned to make the system functional.

**CAMPUS INVOLVMENT**

**Student Manager: Alexander Dining Hall, Miami University** 2007-2009

* Training and direction of student employees in the absence of a professional staff member
* Act as public relations liaison with customers
* Take over the entire operation in the dining hall on certain weekends and other times in the absence of team leader

**Webmaster, Photographer: Chinese Student & Scholars Friendship Association** 2007-2010

* Design the website of CSSFA; also involved in the website management & maintenance.
* Design flyers and brochures for the major events & activities for the organization
* Take & edit pictures for those major events such as Chinese Lunar New Year, Mid-Autumn Festival and etc.