Ruoyu Jiang

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EDUCATION

University of Munich (LMU Munich) — Munich, Germany
M.Sc. Media, Management and Digital Technologies — *Oct 2017 – Oct 2020*

Haaga-Helia University of Applied Sciences — Helsinki, Finland
B.B.A. Business Information Technology — *Jan 2012 – Jun 2016*

WORK EXPERIENCE

Solution Expert — May 2022 – Present
ONEiO Cloud — *Munich, Germany*
- Define and deliver customer requirements for integrations
- Provide technical pre-sales assistance for the sales team
- Participate the business development offering for ONEiO Expert Services

Integration Engineer — March 2021 – April 2022
ONEiO Cloud — *Helsinki, Finland*
- Deliver integration solutions and daily consulting to clients and partners
- Support pre-sales and sales meetings with technical knowledge
- Provide customer and partner training/enablement
- Mainly work with ServiceNow, Jira, Salesforce, and more ITSM platforms

Product Management Intern — June 2019 – December 2019
SAP — *Munich, Germany*
- Communicate with product managers regarding product status, customer feedback and board strategy
- Construct quarterly product roadmap for all stakeholders

Research Assistant — January 2018 – March 2019
IBIS, LMU Munich — *Munich, Germany*
- Design and implement native mobile applications to track geo-location
- Design and implement APIs to collect block-chain's ICO (Initial Coin Offering) data

Software Developer and Integration Consultant — April 2014 – September 2017
Youredi — *Helsinki, Finland*
- Implement integration platform which has been included in Gartner's Magic Quadrant for many years
- Build integration solutions using the integration platform for three major international customers.

SKILLS

Programming: C#, Unity, PHP, Python, SQL, JavaScript/Node.js
ITSM Tools: ServiceNow, Jira, Salesforce, Freshdesk, Zendesk.
Language: Native Chinese; Proficient English; Basic German; Basic Finnish.

CERTIFICATES

PMP Project Mananagement Professional
ITIL® Foundation ITIL® Foundation Certificate in IT Service Management

REWARDS

Study scholarship | *€6,500* by Bayerisches Staatsministerium für Wissenschaft und Kunst 2018

PUBLICATIONS

Radiah Rivu, Ruoyu Jiang, Ville Mäkelä, Mariam Hassib and Florian Alt(2021). ***Emotion Elicitation Techniques in Virtual Reality.*** In: Ardito C. et al. (eds) Human-Computer Interaction - INTERACT 2021. INTERACT 2021. Lecture Notes in Computer Science, vol 12932. Springer, Cham.
https://doi.org/10.1007/978-3-030-85623-6_8