

# Xiao Ching Yong (Max)

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## SKILLS

- Fluent in *English, Chinese, Malay, Hakka and Cantonese*
- Proficient in *Illustrator, Photoshop, Premiere Pro, After Effects*, and *Microsoft Office Suite*
- Knowledgeable in *PostgreSQL, SQLite, JSON, Git, Python, Java, JavaScript, TeamDynamix*

## EXPERIENCE

**International Peer Advising Coordinator**, CIS, St. Cloud State University May 2020 – May 2022

- Formulated an online check-in system that significantly reduced more the check-in time in all events
- Assisted more than 100 students from Binhai (China) including arrival, check-in, orientation, dormitory to smoothly transition them to the US
- Filmed and produced a welcome video for new students showcasing highlights in St. Cloud

**HuskyTech Specialist**, HuskyTech Store, St. Cloud State University May 2020 – August 2021

- Provided technological support for students and faculty staff in-person and through *TeamDynamix* system
- Understand the customer's needs and promote suitable products to them
- Assigned as a senior and was able to perform well under stress without any supervision

**Homestay Operator**, Homestay Company, Malaysia January 2019 – June 2020

- Aided in serving check-in guests and communicate effectively before they arrive
- Obtained maintenance skills especially in fixing or changing everyday items or furniture
- Mastered housekeeping skills such as changing linens, cleaning bathroom and common areas

**Salesman**, Digi Telecommunications, Malaysia May 2018 – December 2018

- Established understanding of customer's needs and provide them a timely solution
- Learned to upsell products that benefit both the customer's needs and the company's profit
- Delivered effectively by simplify a product when explaining to customers so they can understand easily

**Smoothie Barista**, Ola Bowls, Malaysia January 2017 – May 2017

- Assigned as a senior and was able to perform well under stress without any supervision
- Demonstrated a sense of responsibility on guiding junior barista and teamwork within the crew members which reduced customer's waiting time
- Developed great sense of communication skills and rapport with customers thus increased in returning customers

## EDUCATION

**Degree: Bachelor of Arts in Psychology** Graduated May 2022

St. Cloud State University (SCSU), St. Cloud, MN

- Minor: Entrepreneurship
- Recipient of Dean's List
- GPA: 4.0

**Transferred Degree Program (2 Years)**

HELP University, Kuala Lumpur, Malaysia

- Worked 20-36 hours while attending school full time
- GPA: 3.09

## ACTIVITIES AND ACHIEVEMENTS

- **President**, St Cloud State University Badminton Club August 2021 – May 2022
- **Vice President**, St Cloud State University Malaysia Student Association August 2021 – May 2022
- **Member & Vice President**, Student Council HELP University August 2017- August 2018
- **Contestant Winner**, Tune Protect Safety App Design Competition June 2017