

Sandy

Ching-Yu Chiu



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Profile

I have recently completed Postgraduate Certificate in Web Design and Development with Birkbeck, University of London, while working full time as a Cabin Crew at British Airways. In the past, I've had experience working and living in various countries around the world. Born and raised in Taiwan, I moved to the UK in 2012 and have undertaken roles in a number of different industries including Aviation, Sales, Marketing, Technology, Hospitality and Customer Service. I am creative, motivated, and always eager to learn. Working as a member of the cabin crew, I interact with people from difference backgrounds on a daily basis, it demonstrates my ability to be a strong team player and an effective communicator. Having to multitask and find solutions on my own in a timely manner, as well as act fast in any changing situations such as emergencies, it developed my resilience and time management skills. On top of my trained web and UX design skills sets, along with my ongoing passion in technologies and design industry, I am confident to be an asset as part of your design team.

Skills

Web Design, Responsive Web Design, HTML, CSS, Javascript, PHP, jQuery, Bootstrap, Adobe Creative Apps (Photoshop, Illustrator, Dreamweaver), Brackets, UX Design, Project Management, Usability Test, User Research, Personas, Prototypes, Wireframes, User Flows, Storyboarding, Marketing, Sales, Customer Service, Aviation, Problem Solving, Microsoft Office (Outlook, Word, Excel, Powerpoint), OS X Yosemite, Windows 7, Windows 8, Mandarin Chinese, Taiwanese, English

Education

2015-2016 / Birkbeck, University of London / Postgraduate Certificate in Web Design and Development / **Merit**
2003-2007 / Fu Jen Catholic University, Taipei, Taiwan / Philosophy, Bachelor of Art/ **2:1 Equivalent**

Interests

Travel, Design, Illustration, Books, Art.

Experience

Cabin Crew, British Airways, Heathrow, London / 2013-present

Providing premium customer service with focus to safety. Daily responsibilities including working on solutions in a wide range of situations, facing customer challenges along with managing conflicts in a professional enthusiastic manner. Time management is the key, along with optimistic attitude in fast paced and stressful environment. I am also first aid trained to deal with medical emergencies on board.

Operations Executive, Mintel Marketing Research, St. Paul's, London / 2012-2013

Translate marketing materials from Mandarin to English such as websites, leaflets, brochure and packaging; in the field of beauty and personal care products with the aim to provide marketing information to UK clients the understanding of Chinese market by offering accurate and high quality of data.

Sales Account Manager, Avexir Technology, Hsinchu, Taiwan / 2011-2012

Managing clients worldwide from purchasing to shipping, negotiating price and schedule as well as communicating with the in-house design team about the product, marketing materials and website layout to reach sales targets and make sure products meet the needs from clients and end users. Also involve E-commerce managing including uploading product details, monitor the price and sales, and offering images that meet the website requirements.

Food and Beverage Attendant, Mirvac/ Bunker Bay Resort Hotel, Bunker Bay, Western Australia / 2010-2011

A step forward in Hospitality from restaurant and café to a popular 5-star resort located in South West Australia, where my passion and enthusiasm for customer service has come to a higher level.

Barista | Bar tender | Waitress, Kabul Restaurant | Basque Tapas & Wine, Melbourne, Australia / 2009-2010

Restaurant and café hospitality management for daily customers and solve complaints in the best manner, ensure the place and staff is in the best condition and provide the best service at all time.

Sales Assistant, DKSH, Taipei, Taiwan / 2007-2009

Administrative support assistant in Sales department. Sales analysing with an advanced Excel skills and dealing with lots figures. Supporting team for sales related activities (including reports, data entry, and develops presentations) that will support sales associates in achieving their targets.

Reference

Reference available upon request

Links

<http://cchiu02.wdd1516.bbkweb.org/wdd4-web-project/>

A website I created for independent female travellers.

<http://cchiu02.wdd1516.bbkweb.org/wdd3-image-porfolio/>

This link shows examples of corrected images, website prototypes, and animation banners that I have created with Photoshop.

<https://www.behance.net/ChingYuChiu/>

Includes some of my drawings and digital works.