Jingyue Li (Sabrina)

1172 Brookhaven Woods Ct. NE | Atlanta, GA 30319 | 706-804-6417 | sabrinali0312@gmail.com | H1b

SKILLS/VOLUNTEER

Languages: English & Chinese – fluent (Speaking and Writing)
Volunteer: Epic2Day – VMWare Community service
               Atlanta Humane Society – Animal shelter
               Imagine Music Festival Volunteer 2018
Skills: Customer Service | SQL | Mobile development | C++ | JAVA | Python | MATLAB | MS Office

WORK EXPERIENCE

VMware Inc.   Atlanta, Georgia
Subject Matter Expert   May 2016 - Present
- Successfully piloted and implemented project "phoenix" for global support engineering team, improved inter-team communication and efficiency in the escalation process.
- Mentored technical support engineers team, providing 1 on 1 sessions and training programs
- Worked directly with fortune 500 clients understanding client's business goals, pain points and requirements, develop customer personas, strategizing mobility solutions, providing technical advisory and analysis.
- Enabling support team on mobility strategy, technical implementations, and backend design workflows.
- Developed product feature proposals, identified and troubleshot product issues and operated as a liaison between our clients and the engineering teams
- Evaluated customer requirements and market trends. Pressing product issues, communicating client needs and concerns while verifying product features with QA/R&D
- Planned and shipped sample application for SDK and enabled clients' developers better utilize and implement our tools

VMware Inc.
Application Support Engineer   Dec 2014 - May 2016
- Ensured the successful delivery of VMWare EMM solutions to both medium size and enterprise customers
- Fulfilled clients' requests including analyzing root cause, issue replication, reporting, and design review.
- Documented technical design details, expected behaviors and troubleshooting solutions as developed and/or required. Contributions resulted in reduced time to resolution
- Juggled multiple issues from enterprise level clients by prioritize based on severity and client temperature
- Worked directly with the client and across teams on a day-to-day basis, in order to solve issues putting customer first
- Supported EMM software quality assurance activities, including testing, documentation of issues and escalations

Business Evolution Inc.   Indianapolis, Indiana
Account Manager with AT&T   Sep 2014 - Oct 2014
- Focused on accomplishing client campaigns using consultative sales & marketing techniques
- Developed communication skills and the ability to meet goals constantly with a result driven working philosophy
- Analyzed client needs, determine suitable product and quote prices, prepared the contract and closed orders

PROJECT

EDUCATION

Purdue University   **West Lafayette, Indiana**
  Master of Science: Industrial Engineering   GPA: 3.67   **Fall 2013- Spring 2014**
Shanghai Jiao Tong University   **Shanghai, China**
  Bachelor of Science: Electronic Science and Technology   GPA: 3.34   **Fall 2009-Spring 2013**