

## Professional Profile

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|------------------|-------------------|
| Candidate's name | Mengyan Li (Effy) |
| Age              | 26                |
| Gender           | Female            |
| Location         | Beijing           |
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| EMAIL:           | 601603439@qq.com  |



### WORKING EXPERIENCE

**JUNE 2019 -- APR 2020** Networkers International (China) Co.,Ltd.

**Position:** Associate Consultant

**Key responsibilities:**

- Participate in recruitment projects entrusted by clients. Hit the targets with deep analyses, communication with clients and candidates according to diversified demands.
- Search and communicate with candidates via variety of channels such as Liepin/Zhilian/LinkedIn etc.
- Phone/ Skype Interview with candidates and make talents assessments for recommendation in different positions.
- Organize and follow the interviews between candidates and clients. Provide solutions for emergency during the whole process.
- Mainly focus on real estate/cultural tourism/energy/financial Service field. We help
  - Leading companies and Start-ups with promising prospect recruiting middle to executive level professionals.
  - Enterprises which have branches abroad hiring talent locally and also provide opportunity to talent abroad who wishes to work in China or other countries.

**NOV 2016--APR 2019** Pacific Prime Insurance Brokers.,Ltd

**Position:** Office Manager

**Key responsibilities:**

- Participate in two of HR functions due to the demands trusted by head office for Beijing branch. Including searching candidates/arranging interviews/candidates followup/social insurance for Chinese stuffs/working visa for foreign stuffs etc.
- Perform general administrative duties to Regional Manager including, expense reimbursement, asset procurement and maintenance.

**OCT 2016--NOV 2016** EF Education First

**Position:** Service consultant

**Key responsibilities:**

- Offer call service (outbound) in Chinese and, if requested in English to online study customers.
  - Provide timely advice through WeChat, email channels to customers if requested.
  - Give phone coaching periodically to follow up on study progress and set up study plan for customers.
  - Motivate and guide customers through in the assigned study procedure to ensure good experience.
  - Present different school features, options, suggestions in standardized phone coaching.
  - Combine with the individual needs of students to deliver customized study solutions.
  - Meet the operation requirements of quality assessment and productivity as a team level.
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- Customer Relationship retention by entering accurate comments in CRM database and do regular optimization.
- Manage to call in a cost efficient way, well manage the KPIs to ensure call performance.

## EDUCATION

**SEP 2012 -- JULY 2016**

Minjiang University                      B.A, Teaching Chinese as a Foreigner Language (TCFL)

**SEP 2009 --JULY 2012**

Tsinghua University high school-Chaoyang

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