

# JINGJING LIU

jingjingliu0121@gmail.com | 0482 714 186 | Permanent Resident |

Working with Children Check Number: WWC2257832E

<https://www.linkedin.com/in/jingjing-liu0121/>

---

## Professional Statement

Having 12 years of experience in the education field, I work as the first point of contact for students and parents. I specialize in communicating and building relationships both internally and externally. My high-quality service delivery gives me good feedback and makes the team run smoothly.

---

## Key Skills

Counselling; Interpersonal skills; Communication; Conflict resolution; Time management; Multi-tasking; Detail oriented; Bilingual (Mandarin and English); Administrative skills; Customer Service skills.

---

## Professional Experience

<b>Crimson Education</b>	<b>Senior Student Success Manager</b>	Feb 2022-Present
	<b>Student Success Manager (Client Coordinator)</b>	May 2021-Jan 2022

- Serve as primary contact to the client post-sales, coordinate the relationship between students/guardians and the wider Crimson team.
- Have regular 1-1 online meetings with students to know their progress and difficulties.
- Respond daily to queries from students, parents and staff via phone, email, and web-based communication channels.
- Keep parents (or guardians) updated on progress and ensure their satisfaction with the program.
- Identify issues and take actions proactively to avoid problems escalation.
- Coordinate service delivery processes, including onboarding students, tutors and mentors' allocation and reallocation, key dates reminder, internal essay review submission, etc.

## Achievements

- Received very good feedback from clients and team members.
- Got honors in the performance review and was promoted to Senior SSM in 9 months.
- Won around 2 per month upsells and referrals.

**Career Education Consultancy Australia Business Development Manager** Feb.2021-Apr.2021

- Started the Chinese student market, seeking new business relationships with agents and potential clients.
- Held B2B presentations and business meetings with prospective clients as well as maintained close and mutually beneficial relationships with existing clients.
- Researched market, established and updated marketing plan to ensure strategies are in place to enable growth.
- Increased client database and stored all records accordingly.

## **Communication University of China' Nanjing (CUCN)**

### **Student Counsellor**

Oct.2011-May 2019

- Assisted students in all matters: academic, mental, financial and proactively managed any risk factors for non-completion.
- Conducted lectures, seminars and personal coaching on job-seeking skills for graduating students to increase their possibility of landing a decent job.
- Established rapport with prospective employers to identify employment opportunities for graduating students and assisted employers to participate in the on-campus job fairs.
- Kept track of students' employment status before and after their graduation.
- Provided orientation programs to new students, assisting them to adapt to life and studies at CUCN.

### **Achievements**

- Collected and updated the student health cover information of 800 students each year without mistake.
- Built students' confidence and improved their job-seeking skills through lectures and personalized coaching, I increased the employment rates of my school from 80% to over 90%.
- Gave employment guidance to over 1600 students over the course of 7 years, which was outstanding in CUCN and required much anti-pressure ability.

### **Student Advisor**

May 2008-Sep.2011

- Answered general inquiries about academic, social, and practical activities to be arranged by school.
- Built and maintained relationships with companies and organizations to provide internship and fieldwork opportunities to students.
- Communicated with foreign universities and coordinated with different departments to ensure the international exchange programs delivery.
- Invited celebrities from various backgrounds to make speeches to CUCN students.

### **Achievements**

- Started the cooperative program with L'Ecole Multimédia, Limkokwing University of Creative Technology, Central Michigan University.
- Solved the problem in course articulation in Disney College Program and ensured the program's sustainability. Over 100 students took part in this program in three years.
- Developed many regulations and rules in relation to students' internship, thesis writing, cooperation with other institutions, some of which are still in use in CUCN.

---

### **Education**

---

Communication University of China	Beijing, China
Master of Arts: Media Education	2006-2008
University of Ji'nan	Shandong, China
Bachelor of Arts: English	2001-2005

---

### **Certifications**

---

Qualified Education Agent Counsellor	PIER, Australia	Nov. 2019
--------------------------------------	-----------------	-----------