

Ting Hao KAO (*French work permit holder*)

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Education

EDHEC Business School – Lille, France

MSc in Global Business; Master in Business Management (Double Degree)

September 2015 – May 2018

National Chengchi University – Taipei, Taiwan

Bachelor of Arts, Slavic languages and literatures

September 2007 – June 2011

Professional Experiences

ManoMano – Paris, France

Account Manager Worldwide – Seller Partnership Department

March 2021 – October 2021

- Manage a portfolio of 300+ active international seller accounts and be their first point of contact for matters ranging from promotion setting to advice on product selection and paid visibility tools
- Perform weekly sales result analysis to inform sellers of recent trends and to suggest directions of improvement
- Convince and assist existing seller accounts to expand their sales on multiple ManoMano platforms in France, Germany, Spain, Italy and the UK, as well as pitch sellers about ManoMano's fulfillment solutions
- Become the voice of international sellers on ManoMano and escalate key cross border e-commerce issues

Rakuten France – Paris, France

Key Account Manager – International Sales Department

July 2018 – February 2021

- Supported international online sellers to successfully onboard Rakuten's e-commerce platform in France
- Managed a portfolio of 110 active accounts (mostly Chinese and French) and assisted existing accounts to seize business opportunities through actively communicating market trends and offering promotion suggestions
- Responded to daily operational requests from professional sellers covering listing, invoicing or technical issues
- Recruited new seller accounts by constantly animating online conferences and prospecting during trade shows
- Collaborated with payment partners for client onboarding actions and assisted KYC compliance check

MEDIA.figaro – Paris, France

International Advertising Assistant – International Department

February 2017 – August 2017

- Managed advertising data (DMR, PDM and Pige) and analyzed advertising campaign performances
- Brainstormed with the international team for the creation of more than 30 customized advertising proposals
- Supported more than 50 international representatives of Figaro Group in the world (UK, Germany, Italy, Spain, Portugal, USA, China and Japan) by constantly providing information about Figaro's latest innovations

The Ryokan Tokyo Inc. – Yugawara and Tokyo, Japan

Marketing and Public Relations Assistant – Advertising Department

July 2016 – December 2016

- Built media contacts (including Lonely Planet and Guide du Routard) and conducted studies on OTAs
- Drafted business launch press releases in English and French and published the communications on PR networks
- Strengthened The Ryokan Tokyo's brand awareness through collaborations with noted social media influencers

Tzychuan Co., Ltd. – Yunlin, Taiwan

International Sales Representative – International Sales Department

December 2013 – August 2015

- Drafted sales contracts and managed maritime and air shipments of ordered goods to 8 responsible countries (China, Vietnam, Thailand, Malaysia, Singapore, Indonesia, Philippines and Australia)
- Organized and participated in 7 international trade shows in Taipei, Shanghai, and Ho Chi Minh City

Language and IT Skills

Mandarin and Taiwanese – Native; **English** – Bilingual (IELTS 7.5; TOEIC 965); **French** – Fluent (DALF C1)
Japanese – Fluent (JLPT N1); **Russian** – Intermediate (TORFL Level 1)

IT Skills – Microsoft Office Pack; Salesforce; AdExpress; HTML; SQL fundamentals