# Yuting Sun

405 Waterloo St, London, ON N6B 3R7 | 416-732-5105 | 200203sytt@gmail.com

LinkedIn: linkedin.com/in/yuting-sun-48bbb4211 | Portfoilo: Learning & Development Portfolio | Github: https://github.com/Schlaflied

## PROFESSIONAL SUMMARY

Detail-oriented and proactive Employee Development Administrator with 4+ years of experience supporting learning systems, onboarding, and training operations across education and corporate settings. Skilled in LMS administration, course coordination, data reporting, and user support. Adept at managing multiple priorities, maintaining accurate records, and ensuring compliance with organizational standards. Passionate about creating smooth, engaging, and efficient learning experiences for employees through a mix of technology and thoughtful coordination

## EDUCATION

**Western University**                                                    *London, ON, Canada*

Master of Professional Education, Specialized TESOL          *Sep 2024-Aug 2025*

**York University**                                                       *Toronto, ON, Canada*

Bachelor of Commerce, Specialized in Human Resources       *Sep 2020-Jun 2024*

## PROFESSIONAL EXPERIENCE

**Parking Control Services Group**                                *North York, ON*
**Administrative Assistant**                                          *Mar 2024 – Present*

- Managed internal training logistics including session planning, attendance tracking, and certification records.
- Supported development of training documentation and process improvement initiatives.
- Coordinated vendor sessions, onboarding workshops, and team engagement activities.
- Support the implementation of learning enhancement projects, including e-learning content validation and technical testing.

**SavvyPro Edu. Inc**                                                  *Toronto, ON*

**Product & Learning Technology Coordinator**              *Jul 2023–Jun 2024*

- Supported end-to-end coordination of professional learning programs, including scheduling sessions, managing enrollment lists, and collecting evaluations.
- Collaborated with instructors to prepare materials, troubleshoot virtual classroom issues, and ensure smooth course delivery.
- Maintained LMS content and learner databases, producing post-program summaries and engagement analytics for leadership teams.
- Coordinated scheduling and communication for training sessions, workshops, and virtual onboarding events.
- Conducted data cleanup, content testing, and quality assurance before publishing new learning materials.

**Banhai Education Technology Co., Ltd.**                       *Wuxi, China*

**Instructional Designer & Program Coordinator**          *Jul 2022 – Jun 2023*

- Conducted quarterly audits and reconciliations to ensure compliance and reporting accuracy.
- Provided technical support and issue resolution for LMS users and internal departments.
- Collaborated with cross-functional teams to document workflows and standardize course setup processes.
- Conducted evaluation surveys, summarized feedback, and implemented improvements that increased learner satisfaction by 20%.

**Dongnan Educational Institution**                              *Wuxi, China*

**High School Teacher**                                              *Jun 2021--Jul 2022*

- Developed and delivered interactive classroom and digital lessons for diverse learners.
- Incorporated scaffolding and formative feedback techniques to improve engagement and learning outcomes.

## PROJECTS

- **Microlearning Certificate Modules (Western University):** Designed and delivered 10+ short courses using adult learning frameworks and active recall strategies.
- **Academic Compass (Browser + Word Add-in):** Created onboarding and instructional documentation, integrating feedback from pilot users to improve usability.
- **Plot Ark (SaaS Platform):** Applied instructional storytelling frameworks and user-centric content design.

## SKILLS & CERTIFICATIONS

- LMS Administration: Brightspace, Moodle, SharePoint, Google Workspace
- Training Coordination: Scheduling, course setup, registration, attendance tracking, evaluation collection
- Data & Reporting: Excel dashboards, data cleanup, compliance reporting, performance metrics
- Technical Support: Troubleshooting, system configuration, QA testing, content validation
- Administration: Calendar management, documentation, minute taking, vendor communication
- Certifications: Western Certification in University Teaching and Learning (In progress)