**Xinbei Jiang**

Mobile: 0410296529

Email: beibeijiang009@gmail.com

**RELEVANT SKILLS**

* **Technical Skills:** AWS, SQL, PowerBI, Python, HTML, React.js, Tailwind CSS, and JavaScript.
* **Soft Skills:** Team player, communication, problem-solving, adaptability and quick learner.

**SUMMARY**

AWS Certified Cloud Practitioner with an understanding of cloud computing fundamentals, actively learning Terraform and cloud resource management. Familiar with cloud migration and optimization, continuously developing hands-on expertise in Microsoft Azure and AWS. Experienced in data analysis with a foundation in Python and SQL. Built a personal portfolio website using HTML, React.js, Tailwind CSS, and JavaScript, showcasing technical skills and projects on GitHub. Passionate about continuous learning, software development, and technological innovation.

My past work experience has helped me develop strong communication and interpersonal skills, allowing me to collaborate effectively with teams and stakeholders. I take a proactive approach to problem-solving, embracing challenges with a curious and analytical mindset. My ability to adapt to new technologies and environments enables me to quickly learn and tackle complex problems, making me eager to grow within the Cloud and IT sector.

**CERTIFICATIONS & ACHIEVEMENTS**

**AWS Certified Cloud Practitioner – Amazon Web Services (AWS)**

**Gold Badge**, Microsoft Summer Bootcamp (2025)

**EDUCATION**

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| **University of Tasmania, Tasmania Feb 2023 Dec 2023**  Undergraduate Certificate in Data and Environmental Management |
| **Monash University, Melbourne Jul 2015 – Jul 2017**  Master of TESOL |
| **Hefei University of Technology, China Sep 2011 – Jun 2015**  Undergraduate degree in International Business |

**PROJECT**

Personal Portfolio Website (GitHub Pages) – <https://xinbeijiang.github.io/>

* Designed and developed a personal portfolio website using GitHub Pages to showcase projects, skills, and certifications.
* Implemented responsive design and interactive elements using HTML, React.js, Tailwind CSS, and JavaScript.

**PROFESSIONAL EXPERIENCE**

**Customer Service Representative**

**Okami Distribution (Australia) Feb 2023 – Oct 2023**

* Worked with AWS services for basic data storage and processing needs and hope to deepen my Cloud technologies.
* Managed customer complaints and coordinated with multiple departments to resolve issues efficiently.
* Optimized the refund process by introducing Jira for workflow management, reducing complaint resolution time and improving cross team collaboration.

**Client Manager**

**Haitong Securities (China) Mar 2020 – Dec 2022**

* Familiar with SQL for querying and analyzing large datasets to identify investment trends.
* Assisted in creating stock trend reports under tight deadlines, identifying and correcting data collection errors to ensure accuracy.
* Used Python for data cleaning and visualization, improving efficiency in financial data analysis and reporting.
* Gained exposure to Terraform and Infrastructure as Code (IaC) principles while working on process automation, and keen to further develop these skills.

**INDUSTRY EXPERIENCE**

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| **Objective** | Optimized refund process and improved workflow efficiency. |
| **Tools** | Jira, Confluence, Excel |
| **Duties** | Proposed and implemented Jira for workflow management. Trained team members and improved process visibility. |
| **Outcome** | Reduced resolution time, improved collaboration, and enhanced efficiency. |

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| **Objective** | Managed large datasets and improved data processing for investment reports. |
| **Tools** | Python, SQL |
| **Duties** | Analyzed investment behaviors to generate insights. Used Python for data cleaning and visualization. Collaborated with teams to optimize reporting workflows. |
| **Outcome** | Improved reporting efficiency and data accuracy, enhancing decision-making. |

**REFEREES**

Available upon request