

MALI RUAN

3909 N Ceanothus Pl. #A, Calabasas, CA 91302 | (424)-333-4585 | mali.ruan@pepperdine.edu |

EDUCATION

Pepperdine University, Graziadio School of Business and Management

Malibu, CA

Master of Global Business (High credit in Financial Accounting, Applied Data Analysis, Quantitative Business Analysis, Managerial Economics and Finance) *December 2014*

- *Member:* Toastmasters
- *Volunteer:* China-U.S. Investment Expo

Shanghai University, Sydney Institute of Language and Commerce

Shanghai, China

Bachelor of Business, International Economics and Trade

July 2013

- *Leadership:* Junior Achievement Scope; Hiking Club; University ERP Sand Table Simulation Race
- *Volunteer:* Shanghai University Alumni Association; Jing'an Library; Johnson Group Shanghai Youth Service Center; Youth Volunteers Association of Xuhui District
- *Competition:* 3rd Place- National College Students Financial Investment Simulation Exchange

EXPERIENCE

Pepperdine University, Westlake Village Graduate Campus

August 2013 – Present

Computer Lab Assistant

- Supported faculty, staff and students in IT, including training, resources, hardware and software at Pepperdine University Graduate Campus; This includes running video conference sessions, tutoring faculty and students as well as assisting manager in daily operations

Zhejiang Kehong Chemical Co., Ltd., Zhejiang, China

June 2011 – Present

Mid-size company specializing in the production and development of non-ionic cellulose ether series products and re-dispersible polymer powder series products

Client Service

- Liaison between client service and resource management; followed up by sending samples and gathering feedback; managed all import and export documents
- Completed banking documents preparation for payment methods including letter of credit, documents against acceptance and telegraphic transfer; Translated business documents from English to Chinese
- Collected and analyzed major groups' clients information, industry trends, competitors' information; Developed and managed client database;

International Sales

- Developed and maintained relationships with overseas companies, particularly in European countries
- Supported Sales Manager with data collection and weekly reports
- Attended 2011 and 2012 Fair in Shanghai and France, increased sales by 20%.
- Product design and branding

Citibank (China) Co., Ltd. – Citi Transaction Service (CTS), Shanghai, China

March 2013 – July 2013

Management Associate Intern

- Created periodic reports required by General Manager; monitored transactions for RDDP products; assisted in transaction processing and account coordinating; performed credit checks, obtained compliance approvals and re-opened bases/accounts for customers; updated daily cash reports
- Submitted weekly corresponding documents and application forms to the People's Bank of China; prepared and edited presentations for the General Manager; and designed materials for conferences
- Created procedures, constructed detailed reports and trained new interns
- Translated financial documents in English and Chinese

Ipsos Marketing Research and Consulting Co., Ltd., Shanghai, China

September 2011 – May 2012

One of the largest survey-based market research companies in China, specializing in marketing, advertising, customer satisfaction and loyalty, and public affairs research

Market Research Assistant

- Collected and analyzed market information; assisted Marketing Manager to conduct various market research projects; provided support for sales activities such as customer seminars, surveys and other ad hoc analysis projects
- Translated reports on client companies from Chinese to English
- Created questionnaires for survey research and reported final results to the Marketing Manager

ADDITIONAL

- Language: English (Advanced), Chinese (Native), French (Intermediate)
- Technical skills: Microsoft Office
- Travel Abroad: Korea, Japan, Malaysia, Singapore and the United Kingdom