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## **Xiaobao Zheng**

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### **Summary**

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- ❖ Excellent public speaking skills; able to work well on a team;
  - ❖ Experience in Microsoft Word, Excel;
  - ❖ Excellent customer service skills.
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### **Highlights**

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| • Bilingual in mandarin, Cantonese and English | • Excellent communication skills |
| • Positive reinforcement methods               | • Cheerful and energetic         |
| • Basic clerical knowledge                     | • Dependable                     |
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### **Experience**

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#### **Sep, 2009- Jan. 2014: Grand Fashion Optical, NEW YORK, NY.**

Sales & dispenser:

- ❖ Explained functions of the different kinds of Eyeglasses for customer
- ❖ Communicated with customer and help them select proper eyeglasses
- ❖ Billed the insurance
- ❖ Ordered the lenses and assist completed the eyeglasses
- ❖ Adjusted new or old eyeglasses for customers and taught them how to use eyeglasses correctly

#### **Sep. 2010- Nov. 2011: Queens College, Flushing, NY.**

ESL lab assistant:

- ❖ Helped ESL students register and fill the form
- ❖ Worked to support other office staff
- ❖ Operated office equipment like copiers or fax machines

#### **Jun. 2004- Nov, 2007: China Communication network service ZheJiang Consulting Institution.**

Communication Network Engineer:

- ❖ Made decision and coordinating work based on information given by the customer
  - ❖ Designed functional electric circuitry for electrical network systems
  - ❖ Estimated labor or material costs/amounts from work plans
  - ❖ Planned layout and installation of electrical wiring, equipment and fixture, based on job specifications
  - ❖ Observed, monitored, or compared data to determine compliance with prescribed operating or safety standards
  - ❖ Worked cooperatively with other city engineer
  - ❖ Signal systems testing , maintenance and repair
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### **Education**

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Fujian Normal University, Fujian, China  
Queens College, New York, NY

Bachelor of Arts Degree in Computer Science  
Second Bachelor of Arts Degree in Accounting (GPA **3.825**)

July, 2004  
Nov, 2012