

Yuan Lu

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EDUCATION

Kelley School of Business, Indiana University

Bloomington, IN Winter 2014

Bachelor of Science in Business

Overall GPA: 3.81/4.00

▪Major: Information & Process Management ▪ Minor: Mathematics

- Kelley School of Business Undergraduate General Scholarship
- Indiana University Founders Scholar & Scholar of Highest Distinction
- Zhejiang A & F University School of Economic and Management Scholarship

WORK EXPERIENCE

Zhejiang Tianping (Crowe Horwath) CPA, Co. Hangzhou, China

July-August 2013

Auditor Intern

- Provided book-keeping suggestions to a client by summarizing our team's discussion conclusions
- Performed accounting analytical procedures by checking five clients' original documentation to eliminate errors
- Reviewed three financial reports with professionals for the compliance with federal regulations and laws
- Budgeted traveling expenses and arranged relative accommodations according to the firm's rules
- composed and reported work schedules to managers though involving in four weekly discussions actively

Bank of China, Hangzhou, China

June-July 2013

General Manager Intern

- Measured and identified hundreds clients' potential profitability by running Excel spreadsheet
- Optimized customer in-bank experience by asking for and listening to their needs proactively
- Served more than 100 clients per day and familiarized employee work manual to improve the service rate by 10%
- Assigned more than 3,000 new credit cards accurately by reviewing customer files carefully

Zheshang Bank, Hangzhou, China

July-August 2010

Assistant of Operation

- Marketed an insurance policy successfully by analyzing and evaluating clients' diversified needs
- Advised customers in financial planning and were voted as the 'Best Intern' title among 50 interns
- Cooperated with supervisor to document employees' evaluations while gaining hands-on experience in operating internal-evaluation software
- Aided the formation of a new employee evaluation scheme which increased efficiency by 20%

ACTIVITIES

I.U. Technology Management Club-Committee Overseer

August 2013-Present

- Plan and arrange funding and scheduling issues of over 15 club events to ensure smooth-running
- Manage relationship between 5 sub-committees by holding over 4 joint sessions

Supply Chain and Operation Management Association-Membership Director

January 2013-Present

- Track and record membership activities truthfully to ensure the accuracy of association's membership database
- Support board's decision-making by drawing conclusions through multiple data analyzing methods

I.U. IGNITE Leadership Developing Program-Participant

January-August 2012

- Participated 3 leadership cultivation activities to develop communication and team-working skills

Zhejiang A&F University Class Committee -Class President

September 2010-January 2012

- Supervised class-wide activities and gained the title of 'social activity outstanding pioneers'
- Solved over 30 complaints from students by setting 'Committee Mailbox' to better serve students
- Coordinated relationship between students and faculty by facilitating verbal and written communication

SKILLS

▪Technology: Visual Basic, MS Project Manager, Microsoft Excel, Access, XML & Lean Six Sigma

▪Language: English, Mandarin