

# Victoria Li

6267254256 | vitoria77611@outlook.com | California, USA  
<https://github.com/xueweili7761-a11y/xueweili-selfstudy-projects.git>

## OBJECTIVE

A highly motivated and analytical professional transitioning from client-facing roles in finance and service to software engineering. Possesses a strong foundation in front-end JavaScript (React, Redux), demonstrated through hands-on projects. Combines a proven track record in problem-solving, data analysis, and exceeding performance targets in high-stakes environments. Eager to apply a unique blend of technical skill and user-centric perspective to 2026 Emerging Talent Software Engineers role.

## EDUCATION

### University of Colorado Boulder(Non-Degree Engr Grad)

USA-GPA 4.0

May. 2025 - Jul. 2025

- Core Courses: Programming and Algorithms

### Tianjin University of Finance and Economics Pearl River College

Tianjin, China

#### Bachelor of Economics in Internet Finance

Sept. 2016 - Jun. 2020

- Core Courses: Calculus I & II, Linear Algebra, Statistics, Probability and Mathematical Statistics, Econometrics, Risk Management, Western Economics, Commercial Management

## PROFESSIONAL EXPERIENCE

### Dynamic City Image Explorer (Interactive Web Application)

Jul. 2024

- Developed an interactive single-page application using HTML, CSS, and JavaScript that fetches and displays city images from a public API based on user search queries
- Engineered an interactive gallery rendering ten images per search, with a dynamic background that updates upon thumbnail click
- Strengthened proficiency in JavaScript including DOM manipulation, asynchronous event handling, and dynamic data rendering

### Static Web Page Project

May. 2024

- Applied semantic HTML tags to build a structured and accessible webpage foundation
- Independently completed all page styling, including layout, color scheme, and typography specifications
- Achieved a pixel-perfect implementation of the design mockup using CSS, ensuring high-fidelity visual consistency

## WORK EXPERIENCE

### Bank of America

California, USA

#### Mandarin Customer Service Representative

Oct. 2024 - Present

- Deliver professional bilingual financial services to over 10 individual and business clients daily via phone and email, maintaining a customer satisfaction survey score of over 95%
- Diagnose and resolve client inquiries regarding accounts, credit cards, loans, and digital platforms effectively, achieving a First-Call Resolution (FCR) rate of 88%
- Collaborate with risk and technical departments as a front-end hub, reducing the average resolution time for complex cases involving system errors by 15%
- Record 100% of client interactions accurately in the CRM system to ensure service traceability and seamless handovers

### DP Insurance

California, USA

#### Insurance Assistant

Aug. 2021 - Jun. 2022

- Managed the entire policy lifecycle, including issuance, renewal, and client data entry/verification, maintained database accuracy
- Coordinated with internal teams and external agents, to ensure clear communication and precise alignment of needs
- Identified process bottlenecks, created Excel templates to automate data pre-processing, enhancing efficiency for claims handling
- Addressed diverse client inquiries regarding policies, claims, and documentation by accurately diagnosing issues and mobilizing internal/external resources for resolution

### Beijing Hengtian Mingze Fund Co., Ltd

Tianjin, China

#### Fund Consultant

Sept. 2020 - Apr. 2021

- Understood the complex financial requirements of high-net-worth clients accurately through in-depth interviews and data analysis, and designed and allocated customized fund investment portfolios
- Analyzed and interpreted macroeconomic market data, fund net asset values, and company financial reports continuously to make dynamic investment adjustment recommendations
- Explained complex financial products and market concepts clearly to clients with diverse knowledge backgrounds; managed a portfolio of over 50 clients successfully, achieving a 95% client satisfaction rate
- Learned new regulations and products self-drivenly in a high-pressure environment, and exceeded sales targets for two quarters

### Freelance

Tianjin, China

#### Event Host

Jun. 2017 - Jun. 2021

- Hosted over 20 large-scale events for audiences of up to 500 people, including exhibitions, ceremonies, and conferences
- Served as a trusted emcee for premier clients, adept at engaging diverse audiences and representing corporate brand identity
- Awarded Baidu's 'Excellent Host' for demonstrated excellence in public communication and adaptive performance under pressure

## TECHNICAL SKILLS

- Programming: Python, JavaScript, HTML, CSS
- Front-End: React, Redux, SCSS, UI Design
- Tools & Others: Git, RESTful APIs, Agile/Scrum, MS Suite (Word, Excel, PowerPoint)

## ADDITIONAL INFORMATION

Language . English: Fluent (TOEFL 104, CET-4), Chinese: Mandarin, a native speaker

Soft Skills . Autonomous & Collaborative, Proactive Problem Solver, Good Communication Skills, Hypothesis-Driven Mindset

Certificates . Computing in Python I – II, Fund Qualification Certificate