

Victoria Li

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<https://github.com/xuweili7761-ally/xuweili-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