

CAO YUANYUAN

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EDUCATION

Singapore Management University <i>Bachelor of Science (Information Systems)</i> <i>SCIS Aspirations Scholarship Recipient</i>	Singapore Aug 2019 - May 2023
Victoria Junior College <i>GCE A-Level</i>	Singapore Jan 2017 - Nov 2018

EXPERIENCE

Systems on Silicon Manufacturing Company Pte Ltd (SSMC) <i>Application Developer Intern</i> <ul style="list-style-type: none">• Worked on the Paperless and Workflow Automation Project• Created workflow for web applications• Created common and reusable templates and API functionalities• Facilitated onboarding of new hires and interns	Singapore Apr 2019 - Aug 2019
The Alley Holdings Pte Ltd <i>Tea Barista</i> <ul style="list-style-type: none">• Displayed quality customer service, made at least 100 bubble tea drinks per shift• Resolved to customer's queries and feedback regarding drinks and service• Conducted monthly stock taking to ensure smooth store operations	Singapore Apr 2019 - Aug 2019
CPG Facilities Management Pte Ltd <i>Call Centre Officer</i> <ul style="list-style-type: none">• Answered phone calls, responding to customer's enquiries and feedback regarding facilities in residential areas and 4 Town Councils• Conveyed information via calls to other relevant companies/government organisations, e.g. Singapore Power, National Environment Agency• Expedited data entry of customers' feedback into system e.g. elevator faults, fire cases	Singapore Jan 2019 - Apr 2019
Drew & Napier LLC <i>Internship</i> <ul style="list-style-type: none">• Interned for 1-week under the SAL Junior College Law Programme• Analysed and translated documents provided in cases (from Chinese to English)• Recorded minutes during a 4-hour civil court proceeding	Singapore Nov 2017 - Nov 2017

CO-CURRICULAR ACTIVITIES

SMU Rotaract Club <i>Volunteer</i> <ul style="list-style-type: none">• Volunteered under Project Sparks (main beneficiary is children at MyKidzCottage)• Took care of children especially during excursions, e.g. excursion to the KidsSTOP at Science Centre Singapore <i>Organising Committee (Human Resource)</i>	Singapore Aug 2019 – Sep 2020 Sep 2020 – June 2021
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- Planned activities for beneficiaries under Project Sparks
- Attended to admin matters e.g. attendance of volunteers, answering queries regarding the project
- Participated in the interactive online sessions with the children

SMU Tchoukball

Member

Singapore

Dec 2019 – Present

- Represented SMU in competitions: ROMP 2019, 4th Collegiate Tchoukball Cup 2020

Operations Director

Oct 2020 – Oct 2021

- Safety In-Charge of the Club
- Account and maintained the club's assets listing
- Liaise with SMU Sports Union Operations director/deputy to secure venue bookings for trainings and competitions

SMU Challenge 2020

Singapore

Organising Committee (Marketing Associate)

Apr 2020 - Oct 2020

- Created collaterals for sponsors
- Created an Instagram Filter game and GIFs for the Instagram page
- Managed and curated posts for the Instagram and Facebook pages using Figma
- Participated in Purple Outings (online volunteering sessions with Mountbatten Vocational School) and taught the beneficiaries essential life skills e.g. basic knowledge on budget planning, savings and insurance

SKILLS & INTERESTS

- Passed Piano Grade 7
- Obtained driver's license (Class 3A)
- Language fluency: bilingual in English and Mandarin
- Technical: Microsoft Office Suite (Word, Powerpoint, and Excel)

COMMUNITY SERVICE

Youth Corps Singapore

Singapore

Volunteer

Mar 2018 - Jun 2018

- Accompanied elderly and learned more about Peranakan culture in Singapore in Creative Hands, Curious Minds @ Peranakan Museum
- Led children with autism to complete secret missions at Gardens by The Bay in Super Explora