

# CAO YUANYUAN

(+65) 90885367 | [yycao.2019@sis.smu.edu.sg](mailto:yycas.2019@sis.smu.edu.sg) | <https://www.linkedin.com/in/caoyuanyuan/>

## EDUCATION

**Singapore Management University**  
*Bachelor of Science (Information Systems)*  
GPA: 3.26/4.0

**Singapore**  
**Aug 2019 - May 2023**

**Victoria Junior College**  
*GCE A-Level*  
Rank Points: 81.25

**Singapore**  
**Jan 2017 - Nov 2018**

## EXPERIENCE

**The Alley Holdings Pte Ltd**  
*Tea Barista*

**Singapore**  
**Apr 2019 - Aug 2019**

- 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

**CPG Facilities Management Pte Ltd**  
*Call Centre Officer*

**Singapore**  
**Jan 2019 - Apr 2019**

- 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

**Drew & Napier LLC**  
*Internship*

**Singapore**  
**Nov 2017 - Nov 2017**

- 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

## CO-CURRICULAR ACTIVITIES

**SMU Rotaract Club**  
*Volunteer*

**Singapore**  
**Aug 2019 – Sep 2020**

- 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

*Organising Committee (Human Resource)*

**Sep 2020 – Present**

- 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 – Present**

- 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***Organising Committee (Marketing Associate)***Singapore  
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
- 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

**Anglican High School Chinese Orchestra***Sectional Leader***Singapore  
Jan 2015 - Jan 2016**

- Oversaw sectional activities and led section during all combined practices

**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***Volunteer***Singapore  
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