

# CAO YUANYUAN

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## EDUCATION

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

## EXPERIENCE

<b>Systems on Silicon Manufacturing Company Pte Ltd (SSMC)</b> <i>Application Developer Intern</i> <ul style="list-style-type: none"><li>• Worked on the Paperless and Workflow Automation Project</li><li>• Created workflow for web applications</li><li>• Created common and reusable templates and API functionalities</li><li>• Facilitated onboarding of new hires and interns</li></ul>	<b>Singapore</b> <b>May 2021 - Aug 2021</b>
<b>The Alley Holdings Pte Ltd</b> <i>Tea Barista</i> <ul style="list-style-type: none"><li>• Displayed quality customer service, made at least 100 bubble tea drinks per shift</li><li>• Resolved to customer's queries and feedback regarding drinks and service</li><li>• Conducted monthly stock taking to ensure smooth store operations</li></ul>	<b>Singapore</b> <b>Apr 2019 - Aug 2019</b>
<b>CPG Facilities Management Pte Ltd</b> <i>Call Centre Officer</i> <ul style="list-style-type: none"><li>• Answered phone calls, responding to customer's enquiries and feedback regarding facilities in residential areas and 4 Town Councils</li><li>• Conveyed information via calls to other relevant companies/government organisations, e.g. Singapore Power, National Environment Agency</li><li>• Expedited data entry of customers' feedback into system e.g. elevator faults, fire cases</li></ul>	<b>Singapore</b> <b>Jan 2019 - Apr 2019</b>
<b>Drew &amp; Napier LLC</b> <i>Internship</i> <ul style="list-style-type: none"><li>• Interned for 1-week under the SAL Junior College Law Programme</li><li>• Analysed and translated documents provided in cases (from Chinese to English)</li><li>• Recorded minutes during a 4-hour civil court proceeding</li></ul>	<b>Singapore</b> <b>Nov 2017 - Nov 2017</b>

## CO-CURRICULAR ACTIVITIES

<b>SMU Rotaract Club</b> <i>Volunteer</i> <ul style="list-style-type: none"><li>• Volunteered under Project Sparks (main beneficiary is children at MyKidzCottage)</li><li>• Took care of children especially during excursions, e.g. excursion to the KidsSTOP at Science Centre Singapore</li></ul>	<b>Singapore</b> <b>Aug 2019 – Sep 2020</b>
<i>Organising Committee (Human Resource)</i>	<b>Sep 2020 – June 2021</b>

- 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**

*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 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**

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- 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**

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**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