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| **Dai Siwen**  09/11/1992  S9279110F  91795258  devonsiwen@gmail.com  626 SENJA ROAD,#11-158, Singapore 670626 | A person posing for the camera  Description automatically generated |

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| **QUALIFICATOINS** |

* Wharton University of Pennsylvania (Coursera), 2016 September ~2016 October:

More Introduction to Financial Accounting (Certificate)

* Wharton University of Pennsylvania (Coursera), 2016 August ~2016 September:

Introduction to Financial Accounting (Certificate)

* **Qin Zhou University,** Guangxi China, 2010 August ~2014 June**:**

Bachelor’ of Arts in Media and Communications (Hons)

* TAF.TC Diploma of Merchandising & Marketing 2019 Oct~ 2020 Feb.

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| **SKILLS & OBJECTIVE** |

* Familiar with MS Excel, Word.
* Languages spoken: Mandarin, English.
* Seeking full time employment in the retail industry
* Expectation: 2000-2500 SGD

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| **EXPERIENCE** |

**Macy's Merchandising Group International, LLC**

**Merchandising Assistant internship 2020 Feb~2020 May**

**G&G TCM MEDICAL PTE.LTD. (Singapore)**

**Receptionist. Sep 2016~ Jan 2017 (2000 SGD)**

* Assist doctor in the consultation room. Perform basic administrative job and counter duties, schedule appointment for patient.
* Attend to patients’ enquires, handle and resolve patients’ complain.

**Paradise Group. (Singapore)**

**Customer Service Assistant. Dec 2015 ~ Aug 2016 (1800 SGD)**

* Front line ambassador, answer incoming calls, direct calls to relevant parties, take down telephone messages and reply email inquiries.
* Manage restaurant bookings, customer inquiries and resolve customer complaints.

**Beijing Construction and Design Institute. (Guangzhou)**

**Admin Assistant. July 2014~ Nov 2015 (5000 CNY)**

* Handle flight/train bookings for senior management
* Manage meeting schedules for senior management, prepare meeting materials, and serve refreshments and beverages to senior management and visitors.
* Liaise with vendors for office suppliers and flight/train itinerary updates, ensure all meeting rooms are neat and tidy; and well stocked with stationery.