

YITONG XIE (SKYLER)

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EDUCATION

09/2022 - 09/2023	MSc Computing and Information Systems	Queen Mary University of London
Modules Include: Software Engineering, Interactive System Design, Network Security and Authentication, Computer Programming, Data Analytics, Computer Architecture and Network, Mobile Service		
09/2019 - 09/2020	MSc ICT for Development	University of Manchester
Modules Include: Project Planning and Management, Applied Information Systems in Organisations, Database		
09/2016 - 06/2019	BA Hons Economics	University of Manchester
Modules Include: Mathematics and Statistics, Econometrics, Investment Analysis, Management Accounting		

WORK EXPERIENCE:

Project Manager | China Telecom 06/2021 - 06/2022

- Delivered high-quality technical support services to corporate clients.
- Improved problem-solving skills and project management skills by liaising with multiple technical departments to provide customized industry solutions.
- Report monthly on resource data based on data collection and analysis from ongoing projects.

Key Skills Learnt: Problem Solving, Communication, ICT Skills, Analytical and Research Skills, Project Management

Customer Service Assistant Intern | Citic Bank 08/2018 - 09/2018

- Served approximately 20 customers per hour and developed the ability to organise my time effectively and deliver high-quality work under pressure.
- Achieved 95% positive customer satisfaction scores.
- Developed my attention to detail by assisting the lobby manager in identifying suspicious customer behaviour to prevent fraudulent activity.

Key Skills Learnt: Communication, Logical Problem Solving, Teamwork, Time Management, Customer Service

Senior Co-ordinator and Peer Mentor | University of Manchester 09/2017 - 09/2019

- Organised scheme-wide events for first-year students.
- Helped with recruitment.
- Delivered training events for other team members.

Key Skills Learnt: Leadership, Motivating Others, Teamwork, Communication, Presentation Skills

Student Ambassador | University of Manchester 09/2015 - 06/2019

- Assist and deliver marketing activities and events to prospective students and their supporters.
- Resolved Queries for students.

Key Skills Learnt: Organisation, Building relationships, Leadership and Teamwork skills

Student Caller | University of Manchester 04/2018 - 06/2018

- Communicated with potential students from around the world.
- Answered any student queries.
- Helped to hold live Q&A sessions.

Key Skills Learnt: Communication, Listening, Customer Service, Teamwork, Leadership

SKILLS:

HTML, CSS, JavaScript, React, Vue, UI framework, UI&UX, Figma, Git, Python, SQL, Database, Video and Image Editing, MS office

LANGUAGES:

- English (Fluent)
- Mandarin (Native)
- Cantonese (Fluent)