

# Curriculum Vitae

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## Profile

Multilingual professional with proven strengths in customer service, communication, and project coordination. Experienced in handling high-pressure, multi-tasking environments across international contexts. Skilled at building strong client relationships, supporting teams, and delivering reliable results. Seeking opportunities in customer support, administration, or client relations with companies in Belgium that can provide a work permit.

## Key skills

- Languages: Mandarin (native), English (fluent), French (intermediate, B1), Dutch (basic, A2)
- Customer Service & Communication: Skilled at problem-solving, client support, and cross-cultural communication
- Multi-tasking & Stress Management: Strong ability to handle multiple priorities under pressure
- Team Collaboration: Experienced in supporting international and multicultural teams
- Technical: MS Office Suite, data entry, reporting, basic CRM systems

## Professional Experience

Intern – Université Catholique Saint-Timothée de Mitendi | Kinshasa, DRC | Sep 2024 – Dec 2024

- Assisted with academic administration and student support.
- Coordinated communication between faculty and students.
- Conducted data collection and reporting on educational projects.

General Manager – Harvest Power Global Co. Ltd. | DRC | Jul 2015 – 2021

- Provided client support and advisory services for Chinese businesses in Africa.
- Coordinated multi-stakeholder projects, ensuring timely delivery.

- Managed cross-cultural communication and problem-solving between clients and local authorities.

Senior Advisor – New Transkin Co. Ltd. | DRC | Mar 2013 – May 2015

- Supported government project implementation by liaising with clients and partners.
- Handled client inquiries and coordinated project logistics.

Customer Service & Sales – Beijing XWB Technology Co. Ltd. | China | Sep 2007 – Jun 2008

- Led the telemarketing team and awarded “Best Performance of the Year.”
- Provided direct customer support, resolving client needs effectively.

## **Education**

- BA in European Studies – Maastricht University, Netherlands (2022 – 2025)
- BA in English – China University of Agriculture, China (2005 – 2007)
- BA in Media & Advertising – Beijing Union University, China (2003 – 2005)

## **Additional Information**

- Ongoing French and Dutch training (goal: B2 proficiency).
- Flexible, resilient, and eager to learn in diverse work environments.