
JIawei LI

NOTTINGHAM, NG7 3EH

004407754283785

chrislijw@gmail.com



Summary

Passionate individual with strong interest in business planning and industry analysis; with exceptional ability to work with teams, and with capabilities of fast learning and detail focusing.

- Experience in assistant trainer driven to build high-quality customer care and build long-term relationships with customers. Also with development of administration experiences such as schedule management, event planning and problem solving.
- Internship in Disney offering efficient positive, and creative working attitude in fast-paced environments.

Skills

- Fluent in English and Chinese
- Culturally sensitive
- Strong interpersonal skills
- Strong conflict resolution skills
- Flexible thinker
- Document management
- Microsoft Office Suite expert
- Efficient multi-tasker
- Excellent planner and coordinator
- Attention to detail

Education

Current

M.Sc.: Business and Management

University of Nottingham (United Kingdom)

- Graduating with merit
- Coursework in Business, Management and Communications
- Coursework in Human Resources

2015

Bachelor of Science: Finance

Tianjin Foreign Studies University (China)

- Top 10% of class
- Recipient of First Class Scholarship of Business School (2012-2014)
- Coursework in Marketing, Public Relations and Promotions Management (No.1 Business Plan)
- Vice President of Student Union

Work History

October 2015 — August 2016

ASSISTANT TRAINER

LONGRE EDUCATIONAL TRAINING CENTER

CHINA

- Developed surveys to identify training needs based on projected production processes and changes.
- Planned and customize activities to develop students' academic, emotional and social growth.
- Managed documents of students' information and provided feedbacks to customers and teachers.
- Trained new assistants to perform cross-training exercises with experienced staffs.
- Supported classroom teachers in implementing a developmentally-appropriate curriculum for students.
- Increased student's English test scores through private tutoring and special attention.

August 2013 — February 2014

MERCHANDISE

WALT DISNEY WORLD COMPANY

UNITED STATES

- Assigned tasks to associates, staffed projects, tracked progress and updated managers, partners and clients as necessary.
- Worked as a team, dealing with customers needs.
- Described product to customers and accurately explained details and care of merchandise.
- Investigated and resolved customer enquiries and complaints in a timely and empathetic manner.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Contributed to annual shop sales \$ 30 million per quarter.
- Worked night and weekend shifts during Christmas period.