

# Yingyue Huang

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## Education

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### Bachelor of Design Major in Property

Mar 2020 - Dec 2022

The University of Melbourne

GPA 3.6 / 4.0

### Foundation Study

Jul 2018 - Oct 2019

Trinity College

GPA 3.7/4.0

## Relevant Experience

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### Administration STAFF STUDENT AND ACADEMIC SERVICES

Jan 2021 - Jan 2021

THE UNIVERSITY OF MELBOURNE, Melbourne

- Delivered accurate and detailed descriptions of services, facility features, and hours of operation to students and visitors in campus
- Collaborated with team-mates to create a positive environment and build up positive relationships
- Responded quickly to requests for information from media or designated spokespeople or information sources for requests

### Assistant Engineer

Jun 2018 - Oct 2019

Guangzhou Zhongsen Landscaping Engineering Co, Guangzhou

- Liaised with multi-disciplined stakeholders to provide updated project status and give constructive feedback, to ensure high-quality delivery of complex infrastructure projects
- Managed projects (Enter data and prepare documents, spreadsheets, reports, and other materials, and timely report to supervisor) to keep project budget in control and ensure project efficiency and communicated with various departments to deal with related matters and delivery budget on time
- Monitored attendance records by taking note of staff work schedule, balanced schedules by Microsoft Excel to provide optimal rest period, and completed reports about accomplished assigned tasks, leading to a 20% productivity increase
- Directed customer communication to applicable departments and offered accurate information to resolve inquiries, boosting customer satisfaction by 30%

### Customer Service Associate

Jul 2017 - Mar 2018

Young Animation and Comic Association, Guangzhou

- Collaborated with diverse groups of co-workers to collect customer data, deliver project requirements, accomplish goals, and address issues related to products and services
- Maintained relationships with over 20 stores and resolved supply constraints - negotiated on commodity disputes
- Documented conversations by MS-Office with customers to track requests, problems, and solutions
- Escalated customer satisfaction ratings by giving valuable insights into customers' needs and expectations, resulting in an 85% reduction in complaint calls
- Evaluated customer account information to assess current issues and determine potential solutions

## Leadership Experience

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### Student Partners

Jan 2021 - Present

Student and Scholarly Service, Melbourne

- Cooperated with academic skills team to improve resources and services, aiming to support students to develop academic, English language, cross-cultural and professional skills throughout learning process
- Proposed suggestions on current and future activities based on students' views, and reviewed, designed and developed engaging services and resources
- managed in team decision-making and Co-hosted seminars and lectures

### Volunteer Host

Mar 2021 - Apr 2021

UMSU HOST Program, Melbourne

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- Introduced new students to school buildings and integrate into group, causing students to become more familiar with facilities
- offered a faculty-specific tour around campus and offer new students insights into what university is from a student's perspective
- conducted an icebreaker activity with group and get to know new students within faculty

### **Skills, Certifications & Others**

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Languages: Cantonese (Native); Mandarin (Native); English (Fluent)

Technical: Microsoft Office Suite, Adobe Suite

Position of responsibility: Organized more than 50 student meetings, identified redundant practices, and supervised implementation of actions