

Summary

Project Management	Project Experience	PMP certificate; 8 years in IT PM; Provided 500+ detailed reports
	Project Scale	Led a Government 10-million-project; Agile-ERP projects
	Project Support	Delivered 20 projects in 2 years; 11 contracts signed; 200% growth
Data Analysis	Business Analysis	Consulted end-to-end requirements; Designed workflows & Data ETL
	Business Scale	Analyzed 10M Files & SMS; 1M logistics packages; 100K FMCG PSI
	Business User	Supported 100K+ users; 300+ departments; User training
Technical Support	System DevOps	National Security Certificate III; 150+ updates in 2 years; 0 accidents
	System Deployment	Weaver OA, PMS, SRM, CRM, Alibaba ERP, POS, WMS, Mini App
	System Development	Government & Enterprise portal design, BI report, WordPress config
Team Management	Team Workflow	Digitalized industry best practice; 1000+ business workflows
	Team Training	Present system implementation, user training, network investigation
	Team Knowledge	Standardize SOP & SOW, Cloud & Database Migration, Hot Backup
Business Development	BD Language	Fluent in Cantonese, Mandarin, English
	BD Cooperation	8 years of experience in Cross-Border policy, delivery, and payment
	BD Marketing	TaoBao Home Event, TMall Overseas Promotion, Alibaba Night Event

Certificate

P M P	Project Management Professional	Project Management Institute	2024.07
CSPM	China Standards Project Management	China Association For Standardization	2024.07
A C A	Alibaba Cloud Certified Associate	Alibaba Cloud	2021.10
G A	Google Analytics Individual Qualification	Google	2021.10
FCAA	FanRuan Certified Analyzer Associate	Fan Ruan	2021.09
FCBA	FanRuan Certified BI Associate	Fan Ruan	2021.09
FCRA	FanRuan Certified Reporting Associate	Fan Ruan	2021.09
FCJA	FanRuan Certified ERP Associate	Fan Ruan	2021.09
C 2	Driver's license and own vehicle available	Australia & China	2024.08

Education

Bachelor of Science in Information Technology University of Technology, Sydney (UTS) 2013 - 2017

- QS Ranking: 88th Major: Networking and Application
- Subjects: Web system (HD), Network Design (D), Mobile networking (D), Advanced Interaction UX Design (D), Data Analysis (D), PMP, E-commerce, IOS App Development, Cisco CCNA

Experience

IT Business Analyst

Sello Products Pty Ltd, CSG 3PL Pty Ltd (Subsidiary), Melbourne 2024.10 - Now

Sello, e-commerce in AU, UK, 1 M+ orders and 100 M+ revenue. CSG provides warehouse and logistics services

Main Achievement – Streamline 60+ workflows; Conduct 800+ UATs; Improve order efficiency by 80%

E-commerce ERP Project:

Data Analysis – Design 30 + Power BI Reports; Analyze KPI, PSI, Amazon BSR, Sales Trends

System Optimization – Streamline ERP-to-SAP data flows via API, EDI, and Excel batch imports

Process Optimization – Improve 60+ company processes; Reduce order time from 180 to 15 mins

Logistics WMS Project:

Requirement Analysis – Convert 800+ requests; Design 60+ workflows, 300+ Axure prototypes

Project Management – Manage weekly plans and 800+ UATs; Report progress to Director & GM

User Training – Present weekly ERP Training; Prepare SOP, User Manual and 30+ PPT

Technical Support:

System Operation – Manage ERP, WMS, test UI/API, report bugs and maintain 500+ accounts

System Integration – Configure 10+ platforms (e.g. Shopify, Amazon), 15+ logistics (e.g. AusPost)

Document Control – Standardize SOP, Training PPT, Sprint-Plan, Acceptance Report, User Manual

Senior IT Project Manager

Weaver Network Technology, Zhao Qing, Guangdong 2022.06 - 2024.05

*Listed company, B2G, B2B, provides BPM & **ERP modules**: AMS, KMS, PMS, EMS, CMS, HRM, SRM, CRM, TMS, RPA*

Main Achievement – Complete 20 Projects in 2 years, acceptance rate 100%; Complete Police project

Business Program Management:

Business Analysis – Consult requirements; Customize project proposal; Digitalize 1000+ workflows

Project Management – Prepare project plans, risk, change, bidding documents; 300+ reports

System Implementation – Implement ERP, Oracle, SQL Server, MySQL, DM; Draw 30+ topologies

Government Program Management:

Data Analysis – Analyze & Visualize 10 million Files, SMS, User Visits, 10+ portals and BI reports

Server Operation – Monitor 150+ cloud servers' bugs, backup, network for National Security III

System Integration – Cooperate with DigitalGD, China Unicom, China Mobile, Huawei, WPS, etc

Technical Support Management:

Pre-Sales Support – Present POC & Best Practice Solution; Increase 11 contracts, 200% growth

Implementation Support – Standardize SOP, SOW, FAQ; Prepare training PPT, knowledge map

Customer Support – L1, L2 Support 300+ departments, 100K users, 1K+ enquiries a month

IT Project Manager	<i>Weaver Network Technology, Zhao Qing, Guangdong</i>	2021.10 - 2022.06
<i>Listed company, B2G, B2B, provides BPM & ERP modules: AMS, KMS, PMS, EMS, CMS, HRM, SRM, CRM, TMS, RPA</i>		
Main Achievement – Take over and complete a 10-million-project; Promoted to Senior Manager		
Project Scale – 300+ departments, 100K users, 20K daily visits, 10 million documents, 80T Files		
Previous Situation – 1 Replaced 6 project managers & 50 members; 2 Servers accidentally shutdown 3 Slow network access; 4 Large number of users & complaints		
Take-over Task – To improve: 1 Team stability; 2 Server security; 3 Page speed; 4 User satisfaction		
Actions – 1 Workflow Improvement: Clarify work boundaries; Reduce staff pressure, 0 replacement 2 Standard Improvement: Edit SOP & SOW, ensure 0 accidents for 2 years with 150+ updates 3 Speed Improvement: Analyze network and QoS; Migrate 5 databases, speed up 15 times 4 UX Improvement: Solve districts' problems for leaders' satisfaction with Huawei, Sangfor		
Take-over Result – Completed project acceptance after 6 months; Promoted to Senior Manager		
IT Project Manager	<i>PJ Financial Group, Sydney</i>	2019.06 - 2021.06
<i>B2C, Cross-border E-commerce and Visa service provider, including Southeast Education and social media</i>		
Project Management – Manage WHM, WordPress systems; Prioritize requirements; Test UX/API/QA		
Server Management – Operate 20+ servers in CN/AU/NZ/USA; Improve security, backup, and steady		
System Integration – DApp; Outsource to the Hangzhou team; Listed on BIKI, SDEC		
Document Control – Standardize workflow; Update system manual, API document, user manual, FAQ		
Marketing – Support exhibitions in Sydney & Thailand; On business trips to Fuzhou, Taiwan, NZ/MY/TH		
ERP System Consultant	<i>E2China Logistics, Yongli Badatong Group, Sydney</i>	2018.09 - 2019.05
<i>B2B cross-border Logistics, Manage ERP & WMS, UGG supply chain to TaoBao business clients</i>		
Technical Support – On-site implement and maintain <i>Logistics ERP, WMS, WordPress, and order system</i>		
Data Management – Manage 100K PSI, orders, parcels, product details, parcel details, accounts		
Data Analysis – Visualize WAU, VC, parcel volume, popular items, sales trend, profit margin		
Document Control – Standardize workflow; Update System Manual, API Document, Customer FAQ		
Marketing – Gain UGG brand authorization; Provide social promotion(CPS); Increase 50+ orders a day		
ERP System Consultant	<i>The Grand View Technology, Ant Financial Group, Sydney</i>	2017.11 - 2018.09
<i>B2B, B2C, SaaS Provider - Alipay Cross-border Mini-App, POS system, TaoBao ERP & WMS, SuperPay, PayBang</i>		
Technical Support – Implement POS, ERP, and WMS; Train 200+ clients on-site or remotely		
Project Management – Test functions/UX/UI/API/QA; Prioritize and report bugs & requirements		
Data Analysis – SEO & Categorize 20,000+ FMCG; Visualize sales trends, popular items, CAC, WAU		
Business Development – Associate with 200+ shops, 300+ KOLs, 10+ Logistics; Customize IT solutions		
Document Control – Standardize workflow; Update user manual, quick start guide, FAQ, flyer & poster		
Marketing – Support TaoBao Home Event, TMall Overseas Promotion, Alibaba Night Event, 500+users		

Skill & Portfolio

Project Management		Technical Support	
Pre-sales 1 Bidding	Gov. project establishment, bid proposals	Network 1 Design	Gov. & Police network gateway report
2 Contract	Prepare contracts, time & cost evaluation	2 Security	National security report, Migration plan
3 Demo	Demonstrate products to directors & Gov.	3 Policy	Province Gateway, Firewall, Policy
Project 1 Charter	project charter, scope, milestone plan	4 Service	K8s, Docker, WPS, Kingdee, Resin
2 Initiating	Prepare PPT, project initiating meeting	5 Tool	Cisco PT, WireShark, Riverbed Modeler
3 Research	End-to-end consult scenarios to modules	6 Protocol	Sangfor/Huawei VPN, Routing/Switching
4 Planning	Provide best practices, standard plans	DevOps 1 Platform	BlueWhale, TianQiong CMP, T-one cloud
5 Executing	WBS, work package, resources, timetable	2 Panel	cPanel, WHM, Grafana, JumpServer
6 Monitoring	Control boundary, cost; prevent 100K loss	3 System	Linux, Centos, VMWare, Windows Server
7 Tool	Weaver PMS, Tencent TAPD, Zentao PMS	4 Module	AMS, EMS, CMS, HRM, SRM, CRM, TMS
Launch 1 Training	User training meeting & operation manual	5 Hardware	Scanner, OCR, Electronic stamp, NAS
2 Testing	Function/UI/UX/QA/API/AB testing	6 Document	SOP, defense exercise, emergency plan
3 Report	Prepare launch report, PPT, meetings	System 1 Integration	Weaver OA, Inspur ERP, Kingdee ERP
Acceptance 1 Inspection	Trial run, UAT, report feedback & progress	2 Backup	Database & cloud Migration, Hot backup
2 Report	Gov. experts acceptance conference	3 Update	Agile, bug/version control, gray release
Team Management		Data Analysis	
Workflow 1 Standard	Standardization SOW & SOP	Data 1 Database	Oracle 19c, SQL Server, MySQL, DM
2 Design	Axure UX/UI prototype, Visio, Flow Chart	2 ETL	Navicat, WAU, popular items, sales trend
3 App.	Weaver OA, DingTalk, Enterprise WeChat	3 Visualizing	Excel, Google Charts, Tableau, MatLab
Team 1 Meeting	Sales handover, project analysis meeting	4 BI Report	Weaver BI, Power BI, Ali QuickBI, FineBI
2 Support	On-site & remote support; TeamViewer	5 Standard	Alibaba ACA, DataV, DataWorks

3 Teamwork	KanBan, Cloud Doc, TAPD, Trello, Jira	6 RPA	Product research, crawler, ESearch
Training 1 Business	Weaver OA, Alibaba POS, ERP, WMS	Analysis 1 Product	100K FMCG PSI management; SEO 20K
2 Engineer	Deploy OA, WPS, Oracle, AMS, E-Stamp	2 Logistic	100K Logistics packages information
3 User	User guideline, customer service FAQ	3 Document	10 million Files, statistics of government
4 Manual	OA, POS, ERP operation manual	4 SMS	10 million SMS; statistics of government

Marketing		Programming	
BD 1 Promotion	TaoBao Home, TMall Overseas Promotion	Coding 1 Portal	Gov, & Enterprise Portal Design, CSS, H5
2 Event	Alibaba Night Event, Sydney ICC	2 Workflow	JavaScript, E-Code, workflow script
3 Exhibition	Exhibitions in Thailand, Sydney	3 WordPress	WordPress + Elementor + PHP + API
4 Commerce	Supplier Cooperation, Brand authorization	4 AI	Weaver RPA, Web Crawler, ChatGPT
5 Presenter	Host, Weaver OA exhibition in ZhaoQing	5 IOT	Sensor+ Pi+ Py+ Sh+ API+ ObjC+ Swift
6 Sales	Customize IT solutions and promotions	6 Mini-App	UI + JavaScript + API

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Project

- Project: 10 Million

Type	Project First Party	Responsibility	User	Flow/Y	Status	Period
Gov.	People's Government of Zhao Qing Municipality	Zhao Qing Government OA	100K	3 Million	*Acceptance	2022.01 2022.06

- Project: 500K to 1 Million

Type	Project First Party	Responsibility	User	Flow/Y	Status	Period
Mould	Foshan Nanhai Superband Mould Co., Ltd.	Stage 1: OA; Portal design HRM, SRM, CRM workflows	/	/	*Research	2024.04 2024.05
Construction	XingFa Aluminium Holdings 00098.HK	Stage 2: OA with Contract Management System module	/	/	*Implementation	2023.12 2024.05
Edu.	China Kepei Education Group Limited - Guangdong Technology College 1890.HK	Stage 1: OA with Expense Management System module	/	/	*Research	2023.12 2024.03
SOE	Zhaoqing City Water Group Co., LTD	Stage 1: SRM, CRM, PMS OA workflow customization	/	/	*Research	2023.12 2024.03

Bio-Science	Star Lake Bioscience Co, Inc. Zhaoqing Guangdong 600866.SH	Stage 2: Archive Management System (GB)、HRM workflow Stage 3: Inspur ERP integration	2K	100K	*Acceptance	2023.04 2024.03
Battery	Leoch International Technology Limited 00842.HK	Stage 3: Portal Design Stage 4: System architecture optimization	7K	150K	*Acceptance	2022.12 2023.11
Furniture	Foshan XinHaoXuan Door Co., LTD	Stage 1: HRM, SRM, CRM workflow Stage 2: E-Stamp, WeChat Stage 3: Kingdee ERP Integration	3K	120K	*Acceptance	2022.11 2023.06
Public Security	Zhao Qing Municipal Public Security Bureau	Stage 2: Mobile OA App Stage 3: OA customization	10K	50K	*Acceptance	2022.12 2023.03
5G-Tech	Guangdong Guohua New Material Technology Co., Ltd.	Stage 1: HRM, EMS, SRM, CRM workflows, E-Stamp	2K	100K	*Acceptance	2022.09 2023.03

• Project: Under 500K

Type	Project First Party	Responsibility	User	Flow/Y	Status	Period
Silicon materials	Jinsanjiang (Zhaoqing) Silicon Materials Co., Ltd. 301059.SZ	Archives Management System; CMS customization	300	50K	*Acceptance	2023.11 2024.03
Gov.	Zhaoqing City Social Insurance Fund Administration	OA workflow customization	100	2K	*Acceptance	2023.09 2023.12
Gov.	Zhaoqing GaoYao District People's Government	OA process customization, report supervision	4K	10K	*Acceptance	2023.07 2023.12
Gov.	Zhaoqing City Deqing County Government Services and Data Management Bureau	OA workflow customization, knowledge management	100	1K	*Acceptance	2023.07 2023.12
Gov.	Zhaoqing City Guangdong-Guangxi cooperation special Zone Management Committee	OA workflow customization	100	500	*Acceptance	2023.07 2023.09
Gov.	Zhaoqing State-owned Assets Supervision and Administration Commission	Organization and group meetings, conference management	3K	200	*Acceptance	2022.09 2023.01
Gov.	Zhao Qing Municipal Housing and Construction Bureau	OA workflow customization	200	7K	*Acceptance	2022.09 2022.12
Gov.	Guangdong Sports Lottery Zhaoqing branch center	OA workflow customization	20	1K	*Acceptance	2022.09 2022.12
Gov.	Zhao Qing Municipal Market Regulatory Administration	OA workflow customization	400	20K	*Acceptance	2022.05 2022.08
Gov.	Zhaoqing City GuangNing County Archives Bureau	OA Document exchange Integration	100	1K	Acceptance	2022.04 2022.08
Gov.	Zhaoqing High-tech Zone Administrative Service Center	OA Document exchange Integration	100	1K	Acceptance	2022.04 2022.08
Gov.	Zhao Qing Municipal Finance Bureau	OA Document exchange Integration	100	1K	Acceptance	2022.01 2023.11