

# RUOJIA(FAY) LI

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Public relations student who is hungry to learn new things currently looking for a job in customer service industry where I can apply my enthusiasm and hard work to develop my knowledge. Flexible scheduling availability to include most weekends and special events as required.

## EXPERIENCE

SEP 2019- NOV 2019

**TELEPHONE OPERATOR, SAGACITY, CHINA**

Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.

JULY 2017- AUG 2017 – VOLUNTEER EXPERIENCE, CHIANG MAI, THAILAND

**TEACHING ASSISTANT**

Provides support to teachers in charge of a classroom. Work with teaching to monitor the class schedule. Collaborate with lead teachers to recognise issues students are facing and recommend solutions.

## EDUCATION

JAN 2020 UNTIL CURRENT

**BACHELOR OF COMMUNICATION (PUBLIC RELATIONS)**

UNIVERSITY OF THE QUEENSLAND

JULY 2018 – JULY 2019

**YEAR 12 HIGH SCHOOL COVENANT CENTRAL ACADEMY, TORONTO, CANADA**

## SKILLS

- A high attention to details
- Excellent Communication Skills
- Microsoft Office Suite
- Problem solving
- Ability to work quickly under pressure

## LANGUAGES

- Mandarin (Native)
- English (Fluent)