

Ruipeng Yu

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EDUCATION

Open University, BSc (Honours) Mathematics **2021 - Present**

University of Brighton, BA (Hons) Business Information System, 2:1 **2014 – 2017**

Key modules:

- Project management
- Data management
- Web and Network management
- Deriving business value from ICT

EXPERIENCE

SINNIS INTERNATIONAL Ltd. Brighton, East Sussex **Oct 2019 – Mar 2022**

Warehouse Operative, Team lead

- Manage and distribute workload to a team of operatives for order fulfilment in a time and resource-efficient manner.
- Communicate with internal and external stakeholders to solve business challenges.
- Maintain warehouse data systems daily, ensure a high standard of data integrity and quality, and the file compatibility between multiple data eco-systems.

SINOPOST Ltd. Henfield, West Sussex **Aug 2017 – May 2019**

Customer Advisor

- Resolved customer queries and complaints verbally via phone and in written format via emails and IMs bilingually in Mandarin and English. Settled customer disputes and received positive customer ratings.
- Worked along with clearance agent to ensure that custom data entry is accurate and submitted on time in the export process, including selecting and exporting the correct data from the database and performing data cleaning duties.

SKILLS

- Excellent verbal and written communication skills.
- Advanced MS Office skills, particularly in Excel and Powerpoint.
- Analytics packages: Tableau, Power BI.
- General Programming Languages skills: Python, R.
- Database management (MSSQL, MySQL), advanced SQL skills.
- Web development: HTML 5 and CSS.

CERTIFICATES

- Google Data Analytics Professional Certificate.