

Ruby (Qianru) Yang

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EDUCATION

TEMPLE UNIVERSITY, the Fox School of Business, Philadelphia, PA
Master of Science, IT Auditing & Cyber Security, Dec. 2018
CISA Exam Passed, June 2017

MUSKINGUM UNIVERSITY, New Concord, OH
Bachelor of Art, Business, May 2013
Overall GPA: 3.69, Dean's list for 6 semesters
Founder of Confucius club, April 2011

EXPERIENCE

Wanhua Trophy Education. Edison, NJ July 2016- Aug. 2017

Assistant Program Manager

- Assisted management team to design, develop and implement educational programs for American schools and international students from China
- Developed and implemented more than 10 international education programs with team members, included summer camps, the United Nation competition, NYFW Internships, to increase enrollment generate 35% income for programs in 12 months of launch
- Identified and recruited 90 new public and private secondary schools in PA, NY, NJ, VA, CA areas for international students' admission, exchange students, international summer/winter programs, short-term language intensive programs

Tiffany & Co. Philadelphia, PA June 2015- June 2016

Bilingual Sales Professional

- Achieved an average 115 percent sales goals and was "top sales" for 7 months and 2 quarters in a global luxury jewelry company
- Provided diamond knowledge and consulting service to more than 500 clients as a certified diamond professional by Gemological Institute of America
- Increased Chinese client base by 120% in Tiffany CRM system following excellent customer services, built and maintained strong client relationships to ensure future business and maximum productivity

Bank of Communications, Lanzhou, Gansu, China May 2013- Aug. 2013

Financial Manager Assistant

- Assisted financial manager on financial products in the fifth largest bank in China
- Improved customer relationships by identifying key performance indicators; benchmarking service against competitor banks and introduced comparable measures in financial products to improve customer service rating by 30%
- Decreased materials error from 35 to 0 in 4 months by verifying cash checks, confirming checks and bank drafts from teller, and validating contacts accuracy in daily base

ADDITIONAL

Chinese – Mandarin – fluency

Vmware - basic

SQL - basic