

QI LIU

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EMPLOYMENT HISTORY

❖ **Marketing, Social Media, Ecommerce, Graphic Design Intern, Beautility** Jan 2021 — Jun 2024
Marketing Agency (M) Sdn. Bhd. Georgetown, Malaysia

- Liaised with the digital marketing company to provide social media content ideas
- Organized artworks and product information in Google Drive by brand to improve employee access and efficiency.
- Created graphic designs for social media content, flyers, brochures, banners, and product labels.
- Coordinated with the website company and third-party payment gateway provider to set up the company website.
- Managed the website by uploading product images and updating prices and promotions regularly.
- Liaised with various printing suppliers.
- Managed e-commerce platforms such as Shopee and Lazada.
- Prepared PowerPoint slides for the company's hair educator to use in in-house and salon training sessions.
- Assisted the director in brainstorming ideas to improve the current system.
- Learned how the company's workflow is streamlined, from sourcing and signing suppliers to handling logistics, B2B sales, and retail operations.

❖ **Online Customer Service Support (Part Time), CTG ASIA HOLDINGS** Jan 2022 — Jan 2023
Sdn Bhd Georgetown, Malaysia

- Provided online customer service support to enhance client satisfaction.
- Resolved customer inquiries and issues promptly, ensuring effective communication.
- Assisted in managing online platforms to streamline support processes.
- Coordinated with team members to improve service delivery and efficiency.

EDUCATION

❖ **San Jose State University** Aug 2024 — Jun 2027
Business Administration, Management Information Systems Concentration, BS (On going) San Jose, California

- Majoring in Management Information System
- Current GPA: 3.918

❖ **Sunway University Malaysia** Jun 2022 — Jun 2024
Twining program (Freshman and Sophomore Year) Subang Jaya, Malaysia

Graduated with 3.56 GPA

❖ **Penang Chinese Girls' High School** Jan 2016 — Dec 2020
High School Diploma (SPM) Georgetown, Malaysia

Graduated with 3As

SKILLS

Canva *Expert* Illustrator and Photoshop *Beginner*
Microsoft Office *Experienced* Python Programming Language *Beginner*

LANGUAGES

English *Highly proficient*

Mandarin Chinese *Native speaker*