

Qi Liu

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OBJECTIVE

Emerging MIS professional seeking opportunities to leverage technology, data and design thinking to create impactful business solutions and drive organizational values

EDUCATION

B.S., Business Administration, Management Information Systems (MIS)

May 2027

San Jose State University, San Jose, CA, GPA: 3.92

Relevant Coursework: System Analysis and Design, Fundamentals of MIS, Networking and Data Communications, Introduction to Programming

TECHNICAL SKILLS

Technology: Google Colab, Python Libraries (Pandas, Scipy, Matplotlib), Tableau, Jira IT Techniques: Agile/Scrum, project management, basic data analysis

PROJECT EXPERIENCE

System Analysis Case Study (In Progress), BUS4 110B Systems Analysis and Design

August 2025 - December 2025

- Proposing an information system (IS) project plan for a local small business and developing a prototype solution to address business needs
- Executing project using an agile Scrum framework to deliver proposals and deliverables iteratively
- Utilizing project management tools such as Jira to create Work Breakdown Structure (WBS), Gantt Charts and track project progress

Data Analytics Project (In Progress), BUS4 110A Fundamentals of MIS

August 2025 - December 2025

- Conducting data analysis in Google Colab to identify factors that can increase company profits by 10%
- Exploring product categories, regions and customer segments to determine highest profit contributors and year-over-year trends
- Evaluating discount strategies and sales performance to generate data-driven insights and recommendations for improved profitability

EXPERIENCE

Marketing, Social Media, E-commerce and Graphic Design Intern, Beautility

January 2021 - June 2024

Marketing Agency (M) Sdn. Bhd., Malaysia

- Collaborated with digital marketing team to plan and propose weekly social media campaigns, boosting engagement across multiple brand accounts
- Designed 50+ digital and print marketing materials (social media posts, flyers, brochures and product labels) using Canva and Adobe Illustrator to support new product launches and promotions
- Organized 50+ artworks and product information by brand in Google Drive to improve accessibility and workflow efficiency
- Coordinated with website development team and third-party providers to set up and maintain company's website
- Managed e-commerce platforms (Shopee, Lazada) by uploading 50+ product listings, updating prices and monitoring promotions to ensure accurate online presence
- Liaised with printing suppliers to oversee 50+ marketing production and ensure timely delivery
- Prepared presentation materials for in-house and salon training sessions
- Contributed to system improvement discussions by proposing a clearer organizational structure where each department reports to a Head of Department (HOD), enhancing communication and reducing director workload
- Gained an understanding of company's end-to-end business workflow, from supplier sourcing to logistics, B2B sales and retail operations

Online Customer Service Support (Part-Time), CTG Asia Holdings Sdn. Bhd., Malaysia

January 2022 - January 2023

- Provided online customer support via Messenger and WhatsApp, resolving inquiries efficiently to ensure smooth communication and client satisfaction
- Managed social media inquiries through Meta Business Suite, leveraging automated chat features to streamline response times and maintain consistent brand communication
- Entered 10+ customer orders daily using company's POS system, ensuring accuracy and timely processing of transactions

PROFESSIONAL DEVELOPMENT

IBM AI Experiential Learning Lab: Industry Immersion Program (In Progress)
Aug 2025 - Nov 2025

- Collaborating with peers to design and develop an AI-powered healthcare chatbot using IBM watsonx and open-source tools
- Applying design thinking and agile methodologies to identify user needs, define solution requirements and prototype system
- Engaging in AI and data analytics coursework, live IBM mentorship sessions and project development to strengthen technical and problem-solving skills

ACTIVITIES

Marketing Committee , Management Information System Association (MISA), SJSU	August 2025 - Present
Member , Management Information System Association (MISA), SJSU	January 2025 - May 2025

HONORS & AWARDS

- 2024 President's Scholar - Earned 4.0 grade point average for Fall 2024

LANGUAGES

- English - Proficient
- Mandarin - Native
- Malay - Intermediate