Yi'ning SUN

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ABOUT ME

With both a UK and Chinese education background I bring a multicultural perspective combined with an inclusive, professional attitude and have a good understanding of international students applications and education. Naturally inquisitive, I am driven by the opportunity to apply my skills and learn new things in an exciting workplace. I have a tactful yet personal communication style, love networking and am an efficient problem solver.

EDUCATION

University College London, Institute of Education 2018-2019
MA Social Justice and Education
Main courses: Sociology and Education, Theoretical Foundations of Educational Ideas, Understanding Educational Research

Dalian University of Foreign Languages 2014-2018
BA Business English
Main courses: Management, Economics (macro & micro), International trade

WORKING EXPERIENCE

JT Education London, UK
Client Service Account Manager July 2019-Present
Working at JT Education has allowed me to hone my commercial skills and consultative approach to business development, working in English and Mandarin with both students and higher education institutions and providing a high-quality service. My responsibilities and achievements include:

· Established trusted relationships with students and clients by developing an in-depth understanding of their individual needs, maintaining effective communications and achieve 95% good feedback

· Explored markets and provided professional education consultancy to potential customers

· Managed a four-people team to support about 300 clients' whole process of applications including following up with universities to check progress and respond to any issues or queries

· Responsible for daily staff training, including UCAS training, top universities application training and direction of working flow

· Hosted online or offline seminars about different subjects, such as English training, PhD application, dormitory renting, logistics, Covid-19 prevention

· Achieved high student refer rate over 70% in the past one year

DaLian JiaHui Education Group Dalian, China
Intern - IELTS Tutor and English teacher Oct. 2017-March 2018
I taught IELTS speaking and listening and 'the New Concept English' in one-to-one tuition in a rewarding role that taught you how to use different communication styles adapted to individual needs.

CHARITY WORK

As a strong believer in the importance of giving back to the community and helping others, I volunteered with autistic children, teaching English and providing cultural education.

Dalian City 'Stars Garden' School for Children with Autism Dalian, China

Teacher (Part time) Oct. 2015-Dec. 2015

· Taught music and handicraft for autistic children from Grade 5 and Grade 6

· Held a flash dancing to appeal the pubic to care autistic people

Dalian City Xigang District Binhai Primary School Dalian, China

English Teacher (Part time) Oct. 2014-June 2015

· Taught English for students from Grade 2 to Grade 4

· Started modular teaching, including animated movie sharing, western culture and festivals introduction, etc.

SOCIAL & VOLUNTEER PRACTICE

World Economic Forum (Dalian Davos) June 2017

Volunteer of Publicslive Team

· Managed complex event logistics, facilitated various sessions for attendants from senior government and business backgrounds

AIESEC in Dalian University of Foreign Languages Jan. 2016-Dec. 2016

Vice President of Talent Development Department

·Trained and educated members about AIESEC BUSINESS MODELS; time management; how to be an interviewer; feedback, etc.

·Elected, interviewed, and recruited department members

·Planned and held department activities and teamwork construction

·Made evaluation for department members and scheduled for their individual development

PERSONAL STRENGTHS

· Fluent in both English and Chinese

· Analytical thinker with good relationship management and networking skills

· Strong teamwork and leadership ability

· Knowledge of higher education industry and international student recruitment

· Robust understanding of the UK and Chinese education systems

· Competent with the Microsoft Office package, e.g. Word, PowerPoint, Excel

INTERESTS

In my leisure time, I like doing yoga and meditation, which helps me to relax my body and mind, improves my concentration abilities and helps me to explore the inner part of me. I am interested in humanities, especially philosophy and the history of art, which give me new perspectives of looking at the world. I also enjoy learning about new cultures and sharing a nice meal with friends and family.