

JAMES LING 凌志坚

CAREER INTERESTS: Consulting, Finance, Project Management, International Sales & Account Management, Real Estate, etc.

With a proven track record of being a top performer in account management, business development, project management in professional training industry and international business, James is seeking new job challenges that can leverage his skillset. Known for his extraordinary English skills, resourcefulness, intercultural understanding and a knack for relationship building, James has been a firm-favorite of clients, employers, co-workers and also his friends.

PROFESSIONAL EXPERIENCE

Client Experience Manager, Full Potential Partners (FPP) **02/2020 - Present**
Corporate Training, Professional Coaching & Consulting ***Shanghai, China***

- Developing and managing company's trainer pool, coordinating trainers, training projects and designing programs;
- Managing relationships with corporates and coaching clients, strategic partners, including **HSBC, Kempinski, AustCham, CanCham, AmCham, ExpatService, TerangaValley, AnyShanghai, AFit, Lifeline, BEHIVE, SilkMandarin**
- **FPP notable achievements:** Bring ideas to life by launching **The Excellence Convention** with only 1 month to plan, execute and promote. The full day online personal development event with 14 speakers from around the globe attracted a total of over 600 participants, converted 27 clients for coaches and raised 26k for charity; incubated **MasterMind Group** project (peer mentoring group for entrepreneurs)
- Project with partner **8C-Consulting**: Responsible for training design, webinar and onsite logistics support, sourcing and creation of training material, translation and interpretation, research (topics: Cross-cultural Communication, TKI Conflict Management, Transactional Analysis and Compassionate communication, etc.), sales and marketing
  Notable achievements: Digitalization of assessments through online survey platform and advanced Excel models; co-facilitated training at **NIKE/Converse**; co-facilitated Zoom training for **VDA**
- Project with **Monday Morning Motivation**: Marketing material design, social media, sourcing, event management
  Notable achievements: Found the best value-for-money supplier for mass printing of the book "365 Days of Motivation", which cuts 37.6% cost for each book; organized networking events and workshops which held between 10 - 100 participants; Strategized membership business model using Business Model Canvas

Work and Travel **09/2018 – 01/2020**
Brisbane, Newcastle, Sydney

- One year working in Australia and 3 months backpacking through Southeast Asia
- Worked in multiple cities in Australia, in the fields of F&B, Hospitality, Chinese tutoring, translation etc.
- Lived with different local host families to immerse in Australian culture and increase intercultural competency

Account Manager, Yunjia Décor Ltd. **08/2017 – 09/2018**
World's Leading PVC Décor Paper Printing Company ***Hangzhou, China***

- Managed a portfolio of 40 overseas customers with annual total sales of 18 million USD. Key accounts including Armstrong Flooring, LG Hausys, Mannington, Mohawk, LICO SWISS, etc., with proven account growth (eg. FATRA annual order grew from 71k in 2017 to 523k in 2018, about 600% increase, facilitation of joint investment project)
- Established strategic partnerships with key European design companies (Tecnografica Italy, Dotzauer Design Studios Suisse, Decopro)
- Secured 32 customer meetings for a 3-day trade show and onboarded 5 new accounts by spearheading the email marketing campaign "DOMOTEX Shanghai 2018 Invitation" using MailerLite and MailChimp email marketing tools
- Demonstrated leadership in onboarding, training and management of 5 new team members and interns

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Based in Shanghai, China | References Available Upon Request

Executive Assistant, MILLERIA BUSINESS CONSULTING Ltd. **08/2015 – 08/2017**
Management & Financial Advisory, Startup Accelerator (member of NBIA) ***Shenzhen, China***

- Acted as Liaison and provided secretarial support to the Swedish CEO, including travel and calendar management, meeting translation and minuting etc.
- Participated in market research and analysis projects for clients (SWOT analysis, Five Forces Analysis and Value Proposition), coordinated financial projects (investor due diligence, valuation, onsite audit).
- Managed a 6-person telemarketing team and cold calling projects, implemented CRM system (Salesfocre).

Interpreter/Translator, Tiger Translation Co., Ltd. **09/2015 – 08/2017**
Shanghai, Guangzhou, Shenzhen, Dongguan

- Delivered exceptional translation and interpretation services in the fields of law, finance, business, manufacturing, engineering, etc.

EDUCATION AND CERTIFICATES

B.A. in Business English, Dongguan University of Technology **09/2013 – 05/2017**

- **Notable Achievements**: Received DGUT Second-tier (top 10%) Scholarships for 2 years (2014-2016); DGUT 2014 Interpretation Competition 2nd Place (University Level); University Association Interpretation Competition 2nd Place (City Level)
- Obtained English proficiency certificates including IELTS, TEM 8, TEM 4, CET 6 and CET 4, and BEC C1(Advanced).

Continuing Business Studies (200 Hours of Certified Online Courses) **09/2018 – 02/2021**

- **Project Management and Leadership** – The Open University Business School *(Certificate ID: fmt3bk1)*
- **Business Strategy** - University of Virginia Darden School of Business *(Certificate ID: 6795BE2987AQ)*
- **Data Visualization with Advanced Excel** – PwC (Certificate ID: WZ28H4LWKK65)
- **Finance and Accounting** – (UCI) University of California, Irvine Division of Continuing Education *(Certificate ID: JCSMNXSJ6K6X)*
- **The Art of Negotiation** – UCI *(Certificate ID:JCSMNXSJ6K6X)*

VOLUNTEER EXPERIENCE

Interpreter/Translator, USA Bring Me Hope Foundation **07/2015 – 08/2015**

- Served at BringMeHope Summer Camp by using language skills to aid international volunteers in the care of orphans, raising awareness for orphans and promoting orphan adoption in the U.S.

Vice President, English Club & Exchange Student Union (University) **07/2014 – 08/2016**

- Regularly organized cultural exchange and language events for local and international students.

SKILLS

Languages: English (near native), Mandarin (native), Cantonese (native)

Software: Excel, MS Office, Canva, Yoopay, Eventbrite, Trello, Squarespace, Jingshuju, Typeform, WeChat Official Account, Linkedin, Youtube, etc.

PERSONAL INTERESTS

Fitness, MMA, Guitar, Hiking, Cooking, Travel, Cultures, Languages

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