JAMES LING 凌志坚

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WORK EXPERIENCE

09/2018 – Present **Freelancer**
Australia/China

- Contracted translator and interpreter for several platforms (TigerTranslation, Transperfect, Upwork, Freelancer.com)
- Teaching: Business English to Chinese managers and Chinese to expats
- Event organizer and host (Pub quiz/trivia)

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

- Managed a portfolio of 40 key international customers, including Armstrong Flooring, Mannington, Mohawk Flooring, LG Hausys, LICO SWISS, Fatra, Floorify, roughly 43% of company's revenue.
- Identified sales leads, developed and maintained long-lasting relationships with overseas customers with proven account success (eg. Fatra annual order grew from 70k in 2017 to 500k in 2018, a 614% increase)
- Helped establish and maintain strategic partnerships with key European design companies (Tecnografica Italy, Dotzauer Design Studios Suisse, Decopro)
- Solved payment issues and streamlined payment process with key customer LG Hausys, which enabled further joint development projects and an increased annual order of 78%.
- Secured 32 customer meetings for a 3-day trade show and onboarded 5 new accounts by planning, executing and managing email marketing campaign "DOMOTEX Shanghai 2018 Invitation" using MailerLite and MailChimp tools,.
- Analyzed customers purchase data and consolidated company's best-selling designs to support business development and marketing strategies.
- Facilitated company's expansion from 2 to 8 production lines with a 400% capacity growth.
- Developed Marketing/Sales Toolkits, managed multiple projects and coordinated with different internal departments to fulfill time-sensitive orders and customer needs.

08/2015 – 08/2017 **Sales/Project Associate, MILLERIA BUSINESS CONSULTING Ltd.**
China/Cyprus ***Management & Financial Advisory, Startup Accelerator (member of NBIA)***

- Acted as Liaison between clients and internal stakeholders.
- Conducted market research and analysis projects for clients (SWOT analysis, Five Forces Analysis, PESTEL Analysis, Strategic Map and Value Proposition)
- Communicated extensively with C-level clients and their finance departments to perform investor due diligence and onsite audit projects (data collection, inventory check, interviews, consultation on company value optimization)
- Managed a 6-person telemarketing team and cold calling projects.
- Marketing functions: launched and managed company's social media platforms, including Facebook, Twitter, Linkedin, Youtube; Localized and globalized website marketing campaigns for clients.

09/2015 – 08/2017 **Interpreter/Translator, Tiger Translation Co., Ltd.**

- Precisely translated all forms of requested documents from English to Chinese and vice versa, with maximal fluency and professional demeanor.
- Provided interpretation support in various business settings such as trade fairs, meetings and factory visits.

VOLUNTEER EXPERIENCE

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

- 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.

EDUCATION AND ACADEMIC BACKGROUND

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

- Academic Focus: English Linguistics, Translation, Intercultural Communication, International business, Marketing Strategy
- Obtained English proficiency certificates including IELTS, TEM 8, TEM 4, CET 6 and CET 4, and business certificate BEC C1(Advanced).
- Received DGUT Second-tier (top 10%) Scholarships for 2 years (2014-2016).
- Vice President of English Club & Exchange Student Union (Student Association) from 2014-2016 and regularly organized cultural exchange activities for local and international students.

09/2018 – 09/2019 **Business Studies, International Universities Online Courses**

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

INTERNATIONAL EXPERIENCE

09/2018 – 09/2019 **Working Holiday in Australia**

- One-year solo travel through different countries, including Australia (primarily), Vietnam, Thailand, Malaysia, Indonesia and the Philippines.
- Travelled Australia extensively via different ways including campervan road trips, camping, living and working in different cities.
- Volunteered as a Chinese teacher and stayed with Australian host families to be fully immersed in local culture (via Cultural Exchange Program Workaway).
- Engaged in cultural exchange with international travelers and developed my intercultural competency and global mindset.
- Worked odd jobs in hospitality industry to gain diverse experience in Australia

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

References Available Upon Request