**YAN XU, M.B.A.**

Instructor and Researcher

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EDUCATION:

**Aug. 2012 — May. 2014**  Asian Institute of Technology, Bangkok, Thailand

 MBA, Major: Human Resource, Minor: Technology Management

**Jun. 2008 — Oct. 2011**  Rajamangala University of Technology Krungthep International College, Bangkok,

 Thailand
 BBA, Major: Marketing

WORK EXPERIENCE

**Jan. 2017 — July. 2018**: **Agoda.com**

 **Procedural Compliance and Quality Assurance specialist**

* Establish, develop and maintain standard operating procedure to customer support team.
* Collaborate with product team and training team to bring new product to live and make sure new product positively improve customer experience and effectiveness of agent handling procedure.
* Collect and analyze data to provide insight of agent’s performance and customer satisfaction to management for decision making.

**Jan. 2016 — Dec. 2016: Team Manager**

* Assist and supervise agents’ work on daily basis, monitor agents’ performance.
* Cooperate with relevant department to ensure effectiveness of work procedure.
* Recruit and manage agents.

**Nov. 2014 — Dec. 2015: Customer Support Specialist**

* Provide consultant services to customers and hotels.

**Dec. 2006 — Mar. 2008:** **Xiamen Solid Electronic Co. Ltd Fujian China**

 **Regional Manager**

* Set up sales targets for 5 retail stores over two regions.
* Plan and follow up marketing activities to support sales.
* Manage Human Resource.
* Business Expansion.
* Partnership building (with Sony Corporation).

**Jun. 2005 — Nov. 2006: Store Manager**

* Set up sales targets to salesforce.
* Plan marketing activities to support sales and follow up.
* Interview and hire new staffs; coach sales supervisors and assistants.
* Partnership building (with Sony Corporation).

**Jun. 2004 — May. 2005] Sales Executive**

* In charge of daily the sales and customer service.