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Instructor and Researcher

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EDUCATION:

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| 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

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| Jan. 2017 - July. 2018 | Agoda.com
Procedural Compliance and Quality Assurance specialist <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Provide consultant services to customers and hotels. |
| Dec. 2006 - Mar. 2008 | Xiamen Solid Electronic Co. Ltd. Fujian China
Regional Manager <ul style="list-style-type: none">• 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.