

Xavier Zhou

Phone: +86 17735135290 | Email: xavierzhou@foxmail.com

EDUCATION

Victoria University of Wellington

Mar 2018 - Feb 2022

- Bachelor of Commerce, Majoring in Information Systems
- Major courses: System Analysis, Database, Application Development, IT Project Management, Business Process Design, Digital Business Innovation, Corporate Social Responsibility, IT Architecture, Case Studies in Information Systems, etc.
- During my studies, I actively engaged in various campus activities, notably serving as a dedicated host for the English Proficiency Programme orientation event, which boasted over 100 attendees.

WORK EXPERIENCES

Home Memory Foodservice Ltd. , Shanxi

Accounting Assistant

May 2022 - Feb 2023

- **Financial Statement Preparation and Analysis:** Assisted the Finance Manager in compiling financial statements, including cost allocations for year-end adjustments and reporting budgetary financial performance to senior management. Employed Excel, template building, and visualization tools to automate calculations, thereby enhancing the efficiency of financial reporting.
- **Bank Reconciliation and Balance Sheet Verification:** Conducted independent reconciliation of bank statements and balance sheets as part of month-end procedures. Successfully identified and resolved reconciliation discrepancies through effective communication and collaboration with team members.
- **Supply Chain Management and Process Optimization:** Collaborated with suppliers to develop simplified processes for tracking and managing inbound and outbound orders, thereby enhancing the accuracy of inventory management.
- **Financial Reporting and Cost Analysis:** Utilized Excel to prepare preliminary financial reports on revenue, wages, and operational costs, identifying cost-saving opportunities and highlighting potential areas for improvement.
- **Strategic Research and Reporting Submission:** Submitted strategic research findings to the Finance Manager and senior management, providing crucial insights for business decision-making.

Rams Restaurant, Wellington

Front Desk and Server

Feb 2019 - Dec 2019

- **Team Collaboration and Order Management:** Actively participated in team collaboration to ensure timely receipt and delivery of customer orders. Maintained a positive attitude during busy periods, ensuring attention to detail when processing payments and modifying customer orders.
- **Customer Service and Communication Skills:** Distinguished by excellent customer service skills, maintained a friendly and professional demeanor during interactions with customers. Proficient in listening to customer needs, facilitating effective communication to ensure customer satisfaction and enhance their experience.
- **Multitasking and Problem-solving:** Efficiently executed multiple tasks in a busy environment, including simultaneous order processing and resolution of customer issues. Possessed quick reflexes to handle unforeseen situations and swiftly find solutions, ensuring a smooth service flow.

Skynet Café, Wellington

Customer experience officer, receptionist

Apr 2018 - Nov 2018

- **Customer Service and Needs Assessment:** Served as the primary point of contact for customers, ensuring a clear understanding of their needs to deliver exceptional customer service experiences and minimize complaints.
- **Financial Management and POS Transactions:** Managed POS transactions and maintained accurate financial records to ensure accounting objectives were met.
- **Schedule Management and Staffing Optimization:** Established standardized schedules in Excel to obtain more accurate employee work hours and attendance information. Analyzed staffing levels, assisted the store manager in scheduling, and supported the development of resource efficiency plans.
- **Software and Hardware Maintenance:** Ensured up-to-date knowledge of software and conducted regular hardware checks to ensure the smooth operation of equipment.
- **Team Collaboration and Leadership:** Collaborated closely with the team to ensure a positive work environment and smooth workflow.

SKILLS

Language Proficiency: Mandarin (Native), English (Proficient).

Computer Skills: Proficient in Microsoft Office Suite (Excel, Word, PowerPoint); Proficient in HTML and JavaScript; Familiar with Base SAS operations and database management.

Other Skills: Hold a C1 driver's license.

SELF-EVALUATION

- **Technical and Project Management Skills:** Through extensive study in both business and information technology fields, I have developed the ability to tackle complex problems, perform information analysis, and manage projects effectively. Proficient in utilizing data and process modeling techniques, I establish clear specifications for the design and development of software systems. I am adept at serving as a core reference and information source during project decision-making processes, providing guidance and support. Possessing expertise in project management methodologies, principles, and technologies, I can formulate cost, resource, and project management plans, overseeing the implementation of functional solutions such as designing, adopting, and executing system testing plans to ensure system quality and integrity.
- **Excellent Communication Skills:** I possess exceptional communication skills and interpersonal abilities, characterized by a warm and approachable demeanor. Capable of seamless communication with individuals from diverse backgrounds and cultures, I excel in building strong relationships. During my tenure at Wellington Victoria University, I demonstrated my communication prowess and leadership capabilities by delivering opening speeches and hosting events for the English Proficiency Programme (EPP).
- **Proactive with Strong Learning Abilities:** I exhibit a proactive attitude towards work, approaching tasks with enthusiasm and eagerness to tackle various challenges. With outstanding learning capabilities and problem-solving skills, I meticulously and earnestly complete tasks to the best of my ability.
- **Pursuit of Excellence in Work Efficiency and Results:** Guided by a commitment to excellence, I continuously strive to enhance work efficiency, paying meticulous attention to detail to ensure outstanding outcomes. I embrace responsibility wholeheartedly, dedicating myself to surpassing expectations and consistently exceeding personal benchmarks.