

## JUNYAN LUO

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### PROFILE

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Experience in Data Management and Data Analysis, CRM development, ISO9001 lead for company Training Department and Customer Feedback Management, Stakeholder and Customer Expectations Management. Proven an excellent in Limited Resource Management and Team Coordination. Ensuring the assign projects are well managed and all company performance data including contributions are monitored, managed and analysed efficiently to enhance and support internal decision-making on company growth strategies made by the Director and Account Manager. Highly recognised for excellent attention to detail, systems thinking, defect and error identification, problem-solving, and multitasking.

### PROFESSIONAL EXPERIENCE

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**Opensoft Systems Ltd** Knaresborough, United Kingdom  
**Sales & Logistics Co-ordinator** January 2024 – Present  
**Office & Sales Administration** April 2023 – December 2023

- Data management and analysis of company performance figures, contributions and growth.
- Forecast company performance by analysing current work records, marketing interest, sales pipeline, and customer feedback.
- Taking charge of ISO9001 training management and customer feedback management.
- Responsible for managing all training projects from sales until complete training delivery.
- Managing limited trainers and training resources, maximise the resource to most effective used.
- Successfully managed training project to reach £300,000 sales annual in 2023.
- Taking charge of the support contracts services management and stakeholder coordination related.
- Creating and analysing monthly internal performance reports, and quarterly reconciliation reports for customers.
- Responsible for company marketing processes, generate mailshot until passing marketing leads to the sales team.
- Developing and monitoring the company's asset system, PPE and delivery administration process.

### EDUCATION

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**Lancaster University** Lancaster, United Kingdom  
**Master's degree in Project Management** October 2021 – September 2022

Classification: Distinction

#### Relevant Modules:

- Advances in Project Management
- Business, Benefits and Strategy
- People, Organisation and Leadership
- Systems and Change

#### Relevant Coursework:

- Conducting the feasibility analysis research for the transition to electric vehicle fleets for Nuclear Transport Solutions, partially based on data from internal key stakeholder perspectives (*Dissertation Project*).
- Developing the Business Case for the Morecambe Seaside Improvement Project.

**Nanjing Audit University** Nanjing, China  
**Bachelor's degree in Economics** September 2015 – June 2019

- Being Familiar with the working models of finance, taxation, auditing and economic management. Being able to use normative, empirical and critical research methods to analyse and interpret in economic and social problems.
- Being the presenter at the Sharing Economy Seminar of the Economics College, sharing the problems and solutions of the emerging sharing economy model.
- Involving undergraduate innovation project was awarded as a provincial project – analysing the benefits and the setbacks of the tax-related policies of the Public-Private-Partnership model pension projects and providing relevant suggestions.

## INTERNSHIP

Office of Institutional Organisation Committee of Tongren Municipality  
*Operational Department Worker*

Tongren, China  
June 2020 – September 2020

Tongren Municipal Audit Bureau  
*Financial Auditor*

Tongren, China  
February 2019 – April 2019

## EXTRA-CURRICULAR ACTIVITIES

Lancaster University Management School

Lancaster, United Kingdom

**Project:** The Feasibility Report in Implementing Nuclear Transport Solutions E-Vehicle Project as a Part of MSc

*Assistant Project Manager*

May 2022 – July 2022

- Managing and monitoring project performance to ensure timely delivery.
- Developing detailed project plans including but not limited to product breakdown structure and revising with agile management.
- Developing teamwork, stakeholder management and communication skills to liaise with project stakeholders.

*Risk Manager*

May 2022 – July 2022

- Providing the comprehensive review of proposals and projects and evaluating and reporting on benefits and any potential drawbacks.
- Monitoring overall project progress and triggers, initiating mitigation action when necessary.

Charity Club of Nanjing Audit University

Nanjing, China

*Vice President*

April 2017 – April 2018

- Led the club to become the top one ranked one in the university, rated 5 stars.
- Led the club coordination with the charity sites, partner education organisation and sponsors.
- Led to schedule and organise club activities plans, including speech and campus talk.

## AWARDS AND ACHIEVEMENTS

1. **Employee of the Month** July 2023 & May 2024  
*Awarded by: Opensoft Systems Ltd. - Awarded twice*
2. **Project Management Essentials Certified** July 2022  
*Certified by: Management and Strategy Institute*
3. **Lancaster University Digital Skills Certificate** May 2022  
*Certified by: Lancaster University*
4. **Outstanding Competition Team Award & Excellent Project Achievement Award** August 2016  
*Certified by: The Central Committee of the Communist Youth League*

## SKILLS AND INTERESTS

**Skills:**

1. Excellent Attention to Detail
2. Leadership
3. Advance Project Management
4. Risk Management
5. Stakeholder Management
6. Excellent Microsoft Office Suite
7. Flexibility & Adaptability
8. Problem Solving
9. Teamwork
10. Work Resilience

**Languages:**

1. Mandarin: Native
2. English: Advanced

## ADDITIONAL INFORMATION

1. Full and clean UK Driving Licence
2. Full and clean China Driving Licence