Ronghao Liu

IT Professional | CCNA Certified | 4.0 GPA in Information Technology

Calgary, AB T3C 0Y1 | royiki7@gmail.com | +1 403 808 7655 | Home page: Ronghao.me

Summary

Experienced professional with seven years in the book retail industry. Skilled in networking and IT, with a CCNA certification and extensive hands-on experience in servers, VPNs, and web development. Trilingual in Mandarin, Cantonese, and English, with a strong academic foundation and a 4.0/4.0 GPA in IT studies at SAIT.

Work Experience

Server/Bartender - Fusion Sushi & Thai (Calgary, AB)
May 2023 to Present

- Delivered exceptional customer service, maintaining a 98% satisfaction rate in a fast-paced, high-pressure environment.
- Trained new staff members on standard operating procedures and customer interaction techniques, improving team productivity.

E-Commerce Specialist - Guangzhou SendPoints Books Co., Ltd. (Guangzhou, China)
April 2017 to January 2023

- Managed e-commerce merchandising and analyzed sales trends to guide inventory and marketing.
- Designed and optimized the internal database structure of the ERP system, improving data integrity and operational efficiency by 30%.

Shop Assistant - Guangzhou Fangsuo Cultural Industry Development Co., Ltd. (Guangzhou, China)
January 2016 to April 2017

- Achieved and surpassed sales targets through excellent customer service and shelf organization.
- Consistently exceeded monthly sales goals by 10% through strategic customer engagement.

Education

College Diploma in Information Technology Service - SAIT (Calgary, AB)
April 2023 to December 2024

- Gained hands-on experience with network design, DevOps, server administration, and cloud computing.
- Completed a capstone project on automated cat feeder, involving Raspberry Pi, Docker, Azure, GitHub and hardware integration.

Bachelors in New Media and Journalism - Guangzhou University (Guangzhou, China)
September 2012 to June 2016

Developed expertise in photography, broadcasting, web design, and video production/editing.

Skills

Python Programming, Network Administration and Design, Cloud Computing, LAN/WAN Configuration, VPN Setup, Active Directory, Microsoft Office, Firewall, IT service, E-Commerce, ERP Systems.

Multilingual: Mandarin (native), Cantonese (native), English (advanced; IELTS 7.5)