



Tingting Zheng

experience in organizing events, sales, and customer service, excellent communication skills, outgoing personality

[View profile on Dweet](#)

Languages

English (Work Proficiency)

Mandarin (Native)

About

With strong customer engagement skills and a passion for retail, I excel in dynamic environments. My experience includes personalised service management, team coordination, and effective communication. Flexible with my schedule, I'm eager to contribute positively to your team.

BRANDS WORKED WITH

Lufax Holding Ltd.

New Oriental Education & Technology Group

Experience



● Student Hubs Volunteer

University of Southampton | Apr 2023 - Sep 2023

- Customer Engagement: Provided a warm welcome to incoming students, effectively distributing orientation materials and engaging in meaningful conversations to create a friendly and inclusive atmosphere.
- Service Management: Managed a busy coffee and dessert station, tailoring service to meet diverse preferences, ensuring each student received personalized attention.
- Information Support: Skillfully handled a wide range of inquiries about academic programs and campus services, offering detailed explanations and personal insights to enhance student understanding and comfort.

● Sustainability Project Volunteer

TRACO.UK | Mar 2023 - Sep 2023

- Team Management: Demonstrated by spearheading the development of the sustainability report, effectively guiding a team of three through the project's milestones.
- Effective Communication and Coordination: Highlighted by regular meetings with management to discuss and actively communicated and coordinated with them to understand Traco.UK's strategic vision and tailored the report accordingly to support the company's long-term goals.

● Operations Intern

Lufax Holding Ltd. | Sep 2021 - Jan 2022

- Cross-Departmental Project Leadership: Led the communication and collaboration across Member Operations, Platform Management, and technical teams, driving the successful execution of the '10th Anniversary Event' pop-up feature.
- Design and Technical Integration: Coordinated closely with development and UED visual design teams, ensuring a smooth transition from design concepts to technical deployment, which resulted in improved user engagement and satisfaction.



● sales

New Oriental Education & Technology Group | Sep 2020 - Sep 2021

- Personalized Customer Service: Expertly assessed client needs to recommend tailored educational products, including General English, Business English, and IELTS preparation courses.
- Performance Tracking: Consistently monitored client progress and satisfaction, adeptly adjusting service strategies based on direct feedback.
- Market Analysis: Continuously analyzed educational trends to ensure our course offerings were competitive and met market demands, maintain the company's leading position in the education sector.
- Collaborative Teamwork: Actively collaborated with colleagues to share

knowledge and refine
service practices.

Education & Training

2022 - 2023

● **University of Southampton**

Master of Science in Business Analytics,