



Xinyi Ji

MA Fashion Management at University of Southampton | BA Media Communication and Cultural Study at Newcastle University

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Languages

English

About

With a recent role at Coishi as a Service Cashier, I've refined my customer service skills, ensuring accuracy and satisfaction in a bustling retail environment. My adaptability, highlighted by basic English proficiency, complements my passion for providing exceptional guest experiences in diverse settings.

BRANDS WORKED WITH

NetEase Inc.

Coishi

Experience

● Restaurant Cashier/Waitress

Coishi | Feb 2023 - Aug 2023

- Prepare beverages and food and replenish food shelves in a timely manner
 - Patiently, enthusiastically and professionally provide service for customers. Answer questions, recommend food and coordinate when conflict happens
 - Maintain the restaurant's cleanliness, tidiness and safety to ensure that the restaurant's environment is tidy, warm and comfortable, to enhance guest satisfaction and consumer experience
 - Handle guests' orders and checkout, ensure the accuracy and timeliness of the orders, to ensure guest satisfaction and restaurant sales.
- Achievements: Having good response speed, multi-task working ability and patience with customers

● New Media Operator

NetEase Inc. | Jun 2021 - Sep 2021

- Ran two large 'V' category (i.e. large-scale membership) Weibo accounts, and content article review/tweeting activities
- Identified trending topics and created links to relevant topics using optimal keywords
 - Wrote short-form content and posts on range of subject matter, principally related to personal health (lifestyle tip, information on sexual health etc.)
 - Followed trends in real-time and developed solid understanding of how to spot and anticipate emergent trends
 - Interacted with other 'Big V' accounts on a regular basis, retweeting and cross-posting content
- Achievements: Significantly exceeded target of reaching 10 million readers in 30 days, with average of +/-500,000 clicks per day

Education & Training

2022 - 2023

● Southampton University

MA Fashion Management,,

2019 - 2022

● Newcastle University

BA Media, Communicat5on & Cultural Study,,