



Zilu Su

Retail Assistant

London, UK

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Links

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Languages

English (Fluent)

Chinese (Native)

Hindi (Work Proficiency)

About

BRANDS WORKED WITH

Beijing Kuaishou Technology Co., Ltd.

India Grill

Quality Inn

Social Responsibility Practitioners

University Project With Latin Elephant

Experience

● Project Development and Communications

University Project With Latin Elephant | Feb 2021 - Jun 2021

- Planned and developed a social media marketing strategy to support Ethnic Minority businesses of a London-based minority community
- Conducted field research to collect data for solution evaluation and analysis
- Made agendas for online meetings and noted action lists to keep things on track
- Respond accurately to internal and external information requests

● User Operation

Beijing Kuaishou Technology Co., Ltd. | Sep 2020 - Dec 2020

- Managed large amounts of incoming user feedback and requests via different channels
- Directly solved issues for users and guided users about using system and products
- Connected with relevant departments to resolve the problems to optimise the product and services
- Diagnosed and recorded issues, bugs or feedback reported by users
- Took responsible for Hindi/Chinese/English oral and written translation
- Assisted PR team with the formulation of community guidelines and policies on the platform



● Resource Coordinator

Social Responsibility Practitioners | May 2020 - Dec 2021

- Researched and compiled information to build a resource bank to provide support and services to domestic violence survivors
- Created cooperation to establish a network with main stakeholders, including social organisations, foundations, and industry experts
- Guided clients to use resources and tools provided



● Guest Room Atendant

Quality Inn | Jul 2017 - Sep 2017

- Greeted guests and responded to queries
- Changed and made bed linens, replaced used towels and other bathroom amenities
- Cleaned any surface of the rooms and public areas
- Reported any technical issues and maintenance needs



● Front of House Team Member

India Grill | Jul 2017 - Sep 2017

- Delivered exceptional customer service, and greeted customers with a passion
- Knew the menu inside out, making recommendations to the customers
- Ensured impeccable standards of cleanliness
- Prepared and distributed orders

Education & Training

- 2021 - 2022 ● **Loughborough University London**
MA, Global Communication and Development
- 2018 - 2019 ● **Central Institute of Hindi New Delhi**
BA, Hindi Language and Literature
- 2016 - 2020 ● **Guangdong University of Foreign Studies**
BA, Hindi Language and Literature