

**2012.09-2016.06 Sun Yat-sen University Accounting (Bachelor)**

Western economics, accounting computerization, marketing, intermediate financial accounting, advanced financial accounting, international finance.

**EDUCATION**

**2015.07-2015.09 Bank of China Customer service**

**Job description:**

* Providing custom service including 7\*24 financial consultations, trading assistants, Q&As and customer cares through telephone and internet.
* In the cases of which clients’ problems could not be solved online, transfer the information to the back staff to settle, and track the settlements before communicating with the clients.
* Abiding the regulations and working closely with the operating administration and other co-workers.

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**JOB EXPERIENCE**

Qualification Certificate of Junior Accountant

Qualification Certificate of Accounting Profession

Having passed the English test of Certified Management Accountant (CMA)P1

Certificate of Level 2 in National Computer Rank Examination

**CERTIFICATE**

Being familiar with accounting theory

Mastering share option,futures and foreign currency hedge.

Mastering risk management.

**SPECIAL SKILLS**

I’m familiar to related regulations and institutions, thus able to control the risk of bank operation.

Consequently my positive attitude and strong ability of learning led to my outstanding academic achievement.

With a creative and dynamic mind, I’m keen on attending social practice and volunteer work with a quality of hardworking and rigor.

Last but not least, I’m always honest by sticking to my promise and always willing to communicate with others or to help them with a great sense of teamwork.

**ABOUT ME**

**RESUME**

SHAWN XIAO

Objective: Business Analyst

August 10, 1982

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