

Zhang Yu

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EDUCATION

Luoyang Institute of Science and Technology

Bachelor of Art in Commerce

Henan, China

September 2016 – June 2020

Major: English

Minors: Mandarin Studies • Sports • History

- 20 Hours per week of Intensive German Classes, with supplementary courses to deepen understanding of German culture
- At end of course, gave a 30-minute presentation in German on American culture, fielding 15 minutes of Q&A afterward.

WORK EXPERIENCE

Sayram Lake Culture&Tourism Group

Ticket Officer

Bortala, China

March 2023 – June 2025

- Provided excellent service for tourists and resolve 90% of inquiries on-site
- Processed tickets sales via POS Systems/cash, ensuring 100% accuracy in daily transactions(avg. 1000+ tickets/day)
- Assisted in ad-hoc duties as assigned, including monthly report and training

Joinhope Seed Ltd.

Admin Assistant

Kashgar, China

June 2021 – December 2022

- Managed a variety of office duties, including work schedule, document preparation and filing
- Answered directed phone calls and responded to inquiries from clients and colleagues
- Maintained and organized office supplies and inventory, reduced procurement costs by 10% through bulk purchasing negotiations
- Collaborated with other departments to ensure seamless workflow and performed in other ad-hoc tasks

SKILLS & INTERESTS

Languages: Mandarin Chinese (Native) • English (Fluent)

Other: Communication and Persuasion • MS Office

Interests: Jogging • Cooking • Traveling