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Date of Birth	2.20.1989	Mobile	+86 13564834316
Candidate Assessment	<p>Master of Computer and Information Technology from Northern Arizona University (NAU). Experienced in Salesforce and Veeva CRM cloud computing, with extensive global IT project experience in data engineering. IBM certified Data Analyst. Certified with 6 Salesforce certifications, including 3 SuperBadges, along with PMP, Prince2, Oracle & MySQL OCP, and ITIL certifications. Completed various online courses from top universities and obtained certifications in related fields. Proficient in core Salesforce administration tasks, including customizing Objects, Fields, Validation Rules, Page Layouts, and App Builder; experienced in managing Profiles, Permission Sets, and automating processes with Flow and Approval Processes.</p> <p>To stay ahead in the AI-driven transformation of enterprise tools, currently focusing on mastering Salesforce's native AI capabilities with foundational experience in building AI Agents with Agentforce—covering intent recognition, flow configuration, and business knowledge integration. Additionally, explored how prompt engineering impacts generative AI outputs in real-world use cases via the Prompt Builder module to reflect my ongoing effort to adapt and contribute to intelligent workflow design in the era of AI. Highly adaptable to business trips, demonstrating strong team spirit and excellent cooperation skills. Fluent in English. completed a 100-hour HelloWork Japan-sponsored business Japanese course with proficiency in daily conversations. Extensive experience studying Spanish, Korean, Cantonese, Russian, French, Italian, Arabic, Portuguese, Thai, and German at local institutions; a multilingual enthusiast aspiring to become a polyglot.</p>		

Work Experience

2023.11- 2024.12 Grid Research-Software Engineer

At Toshiba Elevator project, worked closely with Salesforce heads and business personnel to analyze, communicate, and define new business requirements. Delivered tailored system solutions in a timely manner, ensuring on-time feature implementation and integration. Actively participated in submitting detailed test scripts, managing user testing, and overseeing the deployment process. Contributed to project success through effective requirements analysis, coordination with stakeholders, and delivering high-quality outcomes in alignment with business needs.

2020.12-2023.5 Abbvie & Allergan-CRM Support Lead

As Cognizant headcount provided comprehensive support for SFE-related projects, utilizing Veeva CRM and Salesforce.com Administration to manage customer relationships and ensure efficient data collection, processing, and importing. Played a crucial role in analyzing user requests and improving the user experience through customized CRM solutions. Maintained strong communication with the Global IT team, using ServiceNow to track progress and provide real-time updates. Actively participated in the project lifecycle, including testing, business coordination, and stakeholder engagement, ensuring the successful delivery of each phase. Additionally, utilized Apex

Data Loader for data integration and provided consulting support to align business requirements with IT service management goals.

2017.03-2020.04 Brown Forman-APAC Senior Business Analyst

Collect requirements, evaluate and select technologies that meet the requirements and are compatible with existing systems and BFIT strategies

Create fast-build, easy-to-deploy, intuitive and business-related solutions

Expertise in developing and maintaining emerging trends in hardware and software technology

Create and maintain relationships with business users to easily introduce new ideas and technologies

Collaborate with other global teams to share and adopt best practice solutions in all regions

Under overall supervision, assume responsibility for collaborative technical design, implementation, testing and support

Cooperate with US/Australia/Japan/Korea/Southeast Asia business departments to understand how their technical needs can meet the solutions built using the technology selected by BFIT

Follow up the technical implementation within the planned project plan, budget and resources

Responsible for technical training and technical support for business users in China and South Korea

Communicate new ideas and technologies to BF employees so that these ideas can be used to solve existing problems

Investigate and solve complex problems by documenting solutions and transferring knowledge to business users

2016.03-2017.03 Bayer-Support Analyst

Participated in demand analysis for Bayer's internal Veeva CRM, WeChat, and big data projects in China. Conducted thorough analysis of the technical requirements and business needs, ensuring alignment with the company's strategic goals. Worked closely with stakeholders to understand their needs and translate them into actionable project plans.

Provided technical support for Bayer's mobile applications across various related projects. Assisted in the development and troubleshooting of mobile solutions, ensuring smooth operation and optimal performance of applications.

Communicated effectively and in a timely manner with brand owners, suppliers, and project teams. Maintained clear and consistent communication to ensure alignment between all parties, addressing issues and providing updates throughout the project lifecycle.

Tested and deployed related functions, ensuring successful project rollouts. Conducted comprehensive testing to identify and resolve potential issues, ensuring that the projects met quality standards before going live.

Monitored user feedback and updated product features promptly. Actively followed up

with users to gather feedback, collaborating with the development team to implement timely updates and improvements to enhance the user experience. Provided marketing support to the marketing director and assisted with public relations activities. Supported key marketing initiatives, contributed to the development of strategies, and assisted in managing public relations efforts to promote Bayer's projects.

2014.06-2015.12 Capgemini -Support Analyst

Led demand analysis and system operation and maintenance for Deutsche Bank's data engineering project, utilizing Control M and Linux to ensure seamless operations. Collaborated closely with business stakeholders to identify project requirements, leveraging ServiceNow for efficient issue tracking and project management. Managed system reliability and optimized performance using Apache Maven for build automation. Performed daily testing activities for eSpear and Finance systems in a controlled test environment, ensuring compliance with standards. Conducted tests using Linux environments and integrated results with the project team through ServiceNow for issue tracking.

Handled bug fixes and maintained comprehensive documentation. Worked with the development team to apply Apache Hadoop and Apache Spark for data processing improvements and used Geneious for data analysis in specific testing environments. All issues and resolutions were documented thoroughly, ensuring proper tracking and knowledge transfer.

Served as Shift Lead, managing emergency situations and critical requirements. Took the lead in troubleshooting technical issues, applying advanced IT Service Management practices and providing timely resolutions to ensure uninterrupted operations. Acted as the key point of contact for internal stakeholders, ensuring that customer support needs were met promptly.

2012.09-2014.06 AETOS Capital Group-Data Analyst

Managed local CRM system maintenance and provided technical support for trading systems, including MetaTrader, ensuring smooth operations and minimizing downtime. Conducted user data integration analysis and leveraged Data Analytics to improve system performance and user insights. Effectively integrated business needs across departments, particularly in Foreign Exchange (FX) Trading, to propose tailored solutions. Collaborated with multiple teams, coordinated tasks, and assisted with Sales Operations as well as other responsibilities assigned by the supervisor.

Educational Background

2024.01-2024.12 **Northern Arizona University** Master of Computer Information Technology

2024.11-2024.12 **Harvard University** Exercising Leadership: Foundational Principle(Online course)

2024.11-2024.12 **Columbia University** Introduction to Corporate Finance (Online course)

2024.9-2024.10 **The University of Tokyo** Learning Japanese through Science &

Technology-1 (Online course)

2024.1-2024.10 **Waseda University** Business/Managerial Economics (Online course)

2008.09–2012.06 **Heilongjiang International University** Bachelor of English Literature of Arts

Certifications

- TOPIK I (The Test of Proficiency in Korean)
- Salesforce Platform AppBuilder
- Salesforce AI Associate
- Salesforce Associate
- JICE 100-hour Business Japanese Level3 training-completion Certificate
- PMP
- Google Analytics Certification
- ITIL 4
- Prince2
- Salesforce Advanced Admin 211
- Salesforce Admin 201
- Oracle OCP
- MySQL OCP
- Qualification Certificate of the Statistical Employee
- Salesforce Admin (Salesforce Certified Institution Training Certificate)
- Spanish A1 Training Completion (Cervantes Instituto)
- Korean Course Completion (Korean Cultural Centre)
- CET-6

Awards

- Brown Foman Spirit Award 2018
- Capgemini Best Eagle Award 2015

Recommendations

Menglu (Marilyn) Jiang *Head of Global Business Training from ByteDance Singapore, Employee Engagement & Development*

"As Will's former colleague, Will demonstrated professionalism and exceptional customer service skills. His positive attitude, teamwork, and adaptability made him an invaluable part of the team."

Chen Yan Hong *Russian Teacher and Editor, Shanghai Foreign Language Education Press*

"Will showed impressive dedication and passion for learning Russian, consistently making progress in mastering complex grammar and vocabulary. His commitment to improving his skills was truly exemplary."

Han Lin *Senior Assistant Manager, Dai-ichi Life Japan*

"During the JICE program, Will stood out for his strong commitment to learning Japanese and his ability to balance his studies with professionalism. His dedication and enthusiasm inspired everyone in the class."

Saikat Ghosh *Technical Consultant at Salesforce*

"Will played a critical role as the sole Chinese technical representative for the APAC region at Cognizant. He consistently resolved complex Salesforce technical issues and collaborated effectively with global teams, demonstrating technical excellence and responsibility."

Mina Kelliny *Director of MSS Japan, IBM*

"Will's dedication and passion for learning were evident during the JICE program. He excelled at mastering multiple languages, actively participated in class, and supported his peers, showcasing focus and perseverance in all his endeavors."