

Zijian(James) Ou

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Objective: To obtain a Customer Success Specialist position at InTime Solutions

Summary of Qualifications

- Excellent interpersonal and communication skills
- An effective team player
- A self starter who enjoys a challenge
- A competent problem solver with the ability to effectively and efficiently find solutions
- Able to work well under pressure
- Fluent in written and spoken Mandarin, Cantonese, and English

Education

Bachelor of Arts in Psychology

University of British Columbia, Vancouver, BC

September 2014 - May 2017

Bachelor of Computer Science(BCS) program

University of British Columbia, Vancouver, BC

September 2017 - present

Technical Summary:

- **Languages:** DrRacket, Java, C++
- **Software:** Word, Excel, PowerPoint, SPSS

Course Projects:

BusesAreUs App Project

March 2017

- Implemented the core functions of bus stops, routes, and arrivals.
- Wrote parsers for data provided by BC Translink website
- Set up the app for everyday usage

Work Experience

UBC Health and Adult Development Lab, Vancouver, BC

September 2016 – May 2017

Paid Research Assistant

- Organized and inputted collected data using Word, Excel, and IBM SPSS.
- Transcribed voice input data and translated into Chinese or English.
- Collaborated with other RAs to contact research participants and organize community event.

Marquises at Vancouver International Airport, Richmond, BC

May 2014 - September 2014

Customer Ambassador

- Assisted passengers with directions and U.S customs kiosks
- Verified passengers' boarding passes and luggage tags
- Responded to random passenger inquiries regarding airport security etc..

Volunteer Work Experience

UBC Health and Adult Development Lab, Vancouver, BC

March 2016 - September 2016

Volunteer Research Assistant

Volunteer tutoring for elementary mathematics

- Taught grade one to grade three students mathematic
- Communicated with other volunteers to develop effective teaching skills
- Helped organize children's events during recess

Volunteer teaching computer skills

- Taught seniors how to use various forms of technology such as : iPhone, iPad, and PC
- Acted as a guide and problem solver for a variety of technical issues including: system upgrading, personal files saving and organizing.

-References available upon request-