



Zilu Su

Retail Assistant

📍 London, UK

✓ Zilu is **Available to work**

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Links

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Work Preference

Location: Not looking to relocate

Pattern: Open to Part-time work

Employment: Freelance Assignments,
Hourly Consulting

Skills

Customer Service (Advanced)

Relationship Building (Advanced)

Organization Skills (Advanced)

Teamwork (Advanced)

Office Administration (Advanced)

Time Management (Advanced)

Interpersonal Communication (Advanced)

Microsoft Office (Advanced)

Mandarin (Advanced)

Hindi (Intermediate)

Cantonese (Beginner)

English (Advanced)

Project Management (Advanced)

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 bath-room 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

Languages

- English (Fluent)
- Chinese (Native)
- Hindi (Work Proficiency)

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