

# Claudia Thia Mei Yu

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[LinkedIn](#) • [Portfolio](#)

## ABOUT

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With four years of sales, customer service, and team management experience, I bring empathy, creative problem-solving, and strong communication skills to every role. I have a proven track record of enhancing operational efficiency, managing global teams, coordinating strategic initiatives, and fostering close-knit communities through engaging events. Passionate about helping others, I excel at conflict management, delivering actionable solutions, designing and creating impactful user and customer experiences.

## SKILLS

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Figma, Adobe Suite, Trello, ClickUp, Miro, Social Media Marketing, Design thinking, Communication, Team Management, Cross-team Collaboration, Conflict Resolution, Scientific Research, German (B2)

## PROFESSIONAL EXPERIENCE

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### Arkkies

Singapore

*Customer Experience Crew*

Nov 2024- Present

- Manage front desk operations, including member check-ins, administrative tasks, and customer queries.
- Conduct equipment maintenance and repairs to ensure a safe and functional environment.
- Coordinate and support events, ensuring smooth execution and positive attendee experiences.
- Deliver proactive customer service, handling complaints and resolving conflicts effectively.
- Train and mentor new part-timers, interns, and crew members to maintain service standards.
- Team player with a strong work ethic, adaptability, and a willingness to learn quickly.

### Genesisiv

Singapore

*Executive Assistant to CEO*

June 2023-Feb 2024

- Pioneered an innovative system to recruit and oversee a global team of offshore forex analysts, enhancing operational efficiency and global market coverage.
- Spearheaded seamless collaboration among forex analysts, coordinating their efforts across diverse global brokerages to achieve strategic objectives.
- Engineered a sophisticated tracking mechanism to monitor and optimize analysts' performance, ensuring timely and high-quality outcomes.
- Devised a sophisticated payroll system to accurately and efficiently manage monthly compensation for analysts, fostering a culture of trust and reliability.
- Crafted captivating and effective social media content for multiple brokerages, amplifying brand presence and engagement.
- Implemented a cutting-edge system of webhooks, delivering real-time updates and insights via Telegram and Discord, elevating team productivity and collaboration to new heights.

### Great Eastern Life

Singapore

*Senior Financial Consultant*

2020-Present

- Managed clients' financial portfolios and crafted personalized plans to achieve their future financial goals, emphasizing a deep understanding of client needs through meaningful interactions.

## **The Learning Edge Centre**

*Creative Writing Teacher*

Singapore

2019-2020

- Crafted engaging lessons and provided guidance to primary school students, enhancing their creative writing skills in preparation for their PSLE English exams.

## **EDUCATION**

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### **National University of Singapore**

Life Science with Specialization in Biomedical Science

Singapore

2015-2019

### **General Assembly**

UX Design Immersive

*April 2024-September 2024*