**Curriculum Vitae**

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| **Name:** | Mengjie Wang | | **Gender:** | Female |
| **English Name:** | Monica | | **Residency:** | Shanghai/Canton |
| **Date of Birth** | 1983/10/03 | |  |  |
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|  |  | |  |  |
| **Email:** | gipsy1789@hotmail.com |  | |  |
| **Mobile Phone:** | 13701742692 | | | |

**General Information**

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| 2008/9 -- 2010/12  (Sweden) | Royal Institute of Technology  Kungliga Tekniska Hogskolan | Master  ICT Entrepreneurship |
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| 2002/9 -- 2006/7 | Shanghai Maritime University | Bachelor  Information Management and System |
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| 1999/9 -- 2002/7 | Hui Dong Senior High School | High School  Physics |

**Education**

**Work Experience**

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| **2013/8—Present: IKEA Centres China(>500 people)**  **Industry:** Commercial Property Development  **Position: Business Development Coordinator,**  **Leasing Control Analyst/Sustainability Coordinator**  **Job Description:**   * Develop and maintain Leasing business process * Monitor, analyze and control leasing income and tenant rental level * Communicate and coordinate other departments, including Project teams, Property team and   Finance department for income flow and yield calculation   * Own and develop reporting templates regarding income, Shopping Centre performance * Analyze shopping centre business performance, provide weekly/monthly report to Leasing Team Manager and Managing Director for business review and decision making * Drive leasing income budget for annual budget plan, work together with Leasing to forecast tenant performance and shopping centre income performance * Develop IKEA Centres China’s sustainability strategy and business plan * Coordinate all sustainability relevant departments, guide all sectors to conduct sustainability actions   to reach company goals   * Single point of contact with Head Quarter and external communication for sustainability issues   **2011/4—2013/7: IKEA China Investment Ltd,(>500 people)** | |
| **Industry:** | Furniture |
| **Position: IT Asian Pacific        Support Analyst**  **Job Description:** | |
| * Global Retail & Communication Support Analyst. Support global users and all retail systems. * Education Responsible of Helpdesk: Responsible for new employees’ training plan, assist specialists on service education, draft and implement annual action plan for helpdesk education. * Super user of IKEA IT knowledge database: maintain knowledge database and update new knowledge to database. * IKEA Retail Website (www.ikea.com) Specialist: Support and educate helpdesk on IRW area,   monitor and improve IRW KPI performance.   * Global and local solution coordinating: Coordinate and deploy global and local helpdesk working routines within global helpdesk sites. Prepare standard document for common working routines. | |
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| **2006/7—2008/7:Shanghai Sykes Co., Ltd,(>500 people)** | |
| **Industry:** | Outsourcing Services |
| **Position: FedEx Team        Senior Technical Support Engineer** | |
| **Job Description:**   * Telephone support APAC customers who are using FedEx applications. The major customers are in Hong Kong with Cantonese and English speaking. * Training Responsible: Responsible for the new employee soft-skill and technical training. * Quality Management: Monitor quality of inbound calls, and responsible for weekly QM report. | |

**Project Experience**

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| 2009/1 -- 2009/5 : | Business Plan Practice Project |
| Project Description: | Group project of creating a business idea with a business plan writing (Business  plan about the AgeNetwork business idea) |
| Responsibility: | Business Developer and Analyst, Finance Analyst |
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| 2009/3 -- 2009/4 : | EntréChange Program 2009 |
| Project Description: | Proposals for a Social Entrepreneurship Company MYC4  (http://www.nustart.sg/entrechange/event/program/ ) |
| Responsibility: | Business Analyst and Future Growth Planner |
| |  |  | | --- | --- | | 2009/9 -- 2010/1 : | KTH Communication System Design | | Project Description: | Carenet Home Extension which is a multi-homed residential gateway  Project (Co-operator: Karolinska Hospital)  (Project Website: http://www.tslab.ssvl.kth.se/csd/projects/0921189/ ) | | Responsibility: | Business Analyst, Media Developer | |  | | |  |  | |  |  | |  |  | |  | |   2010/4--2010/10: Bearing Consulting Ltd. (Overseas) | |
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| Project Description: The master thesis project called 'market research of fibre optics’ in a Swedish  consulting company, Bearing Consulting. Analyze the international market and  Swedish domestic fibre optic industry. Seek and identify the market opportunity  for Swedish companies in global market. | |

**Responsibility: Market Researcher**

**Language Ability**

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| * Chinese Mandarin(Native), Cantonese(Native) |
| * English(Excellent): CET 6; IELTS: 6.5 |
| * Basic Swedish |

**Professional Skill**

* Business Plan and Marketing Assessment Analyzing and Writing
* Customer Service Skills: Customer Communication and Complaint handling skills
* Advance Internet Working Knowledge: Network Layer, Protocol and Routing
* Logistic application and processing
* Excel skill
* Windows OS & Server
* Smart draw, Photoshop and etc.

**Self Assessment**

Passion, Team player, Easy going, Self-learning ability, Sense of responsibility