**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  | MasterICT Entrepreneurship |
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| 2002/9 -- 2006/7  | Shanghai Maritime University | BachelorInformation Management and System |
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| 1999/9 -- 2002/7  | Hui Dong Senior High School | High SchoolPhysics |

**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.
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**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 |
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| 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 |
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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)
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| * English(Excellent): CET 6; IELTS: 6.5
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| * Basic Swedish
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**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