

KAIYU LIU

Project Operations and Customer Enablement

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Portfolio: liuworks.cn

Psychology undergraduate with experience in workflow design, user demonstrations, training materials and customer communication.

EDUCATION

Lingnan University, Hong Kong | Psychology undergraduate

Expected completion: May 2027; expected degree award: July 2027

PROJECT EXPERIENCE

Manufacturing workflow projects | 2026

Feishu meeting-to-task workflow | Deployed pilot

- Defined how meeting notes become reviewed tasks, including owners, deadlines and acceptance criteria; coordinated testing of an AI-assisted Feishu pilot.
- Created a 22-slide supervisor training deck, delivered demonstrations and Q&A, and updated operating instructions based on user feedback.
- Supported training sessions in which 23 tasks were dispatched.

Quotation assistance demo | Local prototype

- Defined and tested an enquiry-to-quotation workflow using 155 pages of product information; checked product models, prices, images and exported Excel quotations.
- Kept price selection and external sending subject to human approval. The prototype was not connected to a live order system.

ERP data preparation and analysis

- Organised ERP exports across orders, procurement, materials, inventory and costs; standardised fields, checked missing or duplicate records, and prepared Excel analysis and management presentations.

ADDITIONAL EXPERIENCE

Trade shows and customer communication | 2024-2026

- Supported supplier comparison, materials and cross-border logistics, customer reception and follow-up records at the Canton Fair and exhibitions in Hong Kong, South Korea and Japan.

Xiamen Radio and Television Station | New Media Operations Intern

June-July 2024

- Produced nearly 20 illustrated posts, covering trend research, topic selection, writing, formatting and publication.

SKILLS

Workflow mapping, demo testing, training materials and feedback documentation; Excel data cleaning and analysis; PowerPoint; Feishu; ChatGPT, Codex and DeepSeek for AI-assisted work.

English: IELTS 6; experience with English presentations, business emails and cross-cultural communication.

SELECTED WRITING

Feishu workflow case study and psychology commentary. Writing samples available on request.