

Operations Executive with 2+ years at a high-growth media startup, building the business systems, workflow automations, CRM/VRM and AI agents that finance, HR, operations and project teams use every day. I take internal requests from intake to adoption — requirements, design, build, UAT, training and rollout — on a foundation in accounting, audit and finance.

EXPERIENCE

VX Media New York, NY · teams in U.S., London and Shanghai

Operations Executive Sep 2026 - Present
Finance & Operations Analyst Jul 2024 - Sep 2026
[Business Systems](#) · [Workflow Automation](#) · [AI Deployment](#) · [Finance & Operations](#)

- **AI operations layer.** Designed and deployed a governed multi-agent layer: an orchestrator routes requests to specialized agents across Finance, HR, Legal, IT and Operations, with scoped knowledge, approved skills and human approval for money, contracts and access.
- **Project knowledge workflows.** Automated approval-to-workspace setup — each approved project gets its group chat, task list and project document — and built a daily pipeline that feeds approved, redacted project communication into the team agent’s knowledge layer.
- **CRM / VRM.** Consolidated and de-duplicated years of cluttered client and vendor history into a CRM with company hierarchy, owners, tiers and re-engagement tasks, and a VRM with eight-axis scorecards and tier rules, behind role-based access.
- **Platform migrations.** Led company-wide migrations of core project workflows across work-management platforms — data cleanup, field mapping, permissions, automation rebuilds, UAT, documentation and training; completed the core migration in under one month.
- **People & finance workflows.** Configured region-specific leave, attendance and approval workflows for U.S., UK and Shanghai teams, and request/approval flows for HR, Finance and Operations with structured forms, routing and automated follow-up.
- **Automation & data quality.** Build and maintain integrations (Make, Zapier, APIs, webhooks) with validations and exception paths; fix failed automations, duplicates and inconsistent statuses at the source.
- **Delivery.** Scope system changes with Finance, HR, Operations, Production and account teams; run each request as a project from requirements to rollout; supervise a 3-person support team and coordinate software vendors.

EARLIER EXPERIENCE · [AUDIT & FINANCE](#)

JOYY Group Guangzhou — Internal Auditor Sep 2022 - Jan 2023
Completed 100+ process walkthroughs and 50+ control validations; traced records, approvals and exceptions using SAS, Tableau and Power BI.

Prudential plc Guangzhou — Capital Management Intern Jul - Aug 2022
Applied Python regression and predictive analysis to financial-performance indicators and budget-allocation questions.

RSM China Dongguan — IPO Program Inventory Auditor Jun - Jul 2022
Reviewed 10,000+ inventory data points and traced 50+ discrepancies to supporting evidence.

PwC YouPlus — Associate Consultant Jul - Aug 2020

EDUCATION

New York University Dec 2024
M.S. Management Information Systems — Database Technologies · GPA 3.87
Guangdong University of Foreign Studies 2023
B.M. Accounting — ACCA / International Innovation Program · GPA 3.70
UC Berkeley Haas
Business, finance & data coursework · GPA 3.91

CREDENTIALS & SKILLS

CERTIFIED Salesforce Platform Administrator · Tableau Desktop Specialist · ACCA Diploma in Accounting & Business
SYSTEMS Lark, Salesforce, ClickUp, Airtable, Monday.com, DocuSign
AI Claude, Codex, AI agents, Make, Zapier, APIs, webhooks, browser automation
DATA SQL, Excel, Tableau, Power BI, Python
FINANCE QuickBooks, Ramp · AR/AP, billing, vendor operations
LANGUAGE English, Mandarin, Cantonese · French (basic)