

PEI LIN LIU

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CAREER OBJECTIVE

Bachelor of Data Science student at the University of Melbourne, committed to leverage advanced analytics and techniques to extract actionable insights from complex data sets
Pursuing a degree in Data Science, eager to secure a role allows applying expertise in statistics, machine learning, and data visualization

EDUCATION

Bachelor of Science

Jan, 2022 - Dec, 2024

The University of Melbourne

- Major in Data Science
- Led research and co-authored a paper predicting players' future performance deploying in-game statistics, focusing on the AFL dataset, in collaboration with three Research Associates
- Major WAM 81
- Relevant course work: Linear Statistical Modelling, Machine Learning, Modern Applied Statistics, Applied Data Science, AI Study

Bachelor of Science

Aug, 2023 - Dec, 2023

The Chinese University of Hong Kong

- GPA: 3.5/4
- Major in Data Science and Marketing
- Collaborated with three panellists to conduct research on how Hema can further penetrate the Chinese market by developing warehouse supermarkets for new era
- As an exchange student, get a recommendation from tutor

RELEVANT EXPERIENCE

Customer Service Representative

Jul, 2024 - Present

Eightcap

Melbourne VIC

- Banking, Finance & insurance Award 2025
- Provided professional support to new and existing clients via live chat, phone, and email. Assisted with finance-related queries, and sales enquiries via Slack and Jira tickets.
- Handled new account processing from start to finish, ensuring compliance with AML/KYC regulations and internal onboarding procedures with World check and ID3-check, while providing timely and professional assistance via live chat, phone, and email.
- Handled customer complaints with professionalism and empathy, documented client feedback, and promptly escalated unresolved issues, contributing to continuous service improvement and high customer satisfaction.
- Participated in company website testing and multilingual content translation, ensuring accurate language localization and smooth functionality; reported bugs and progress directly to the Engineering team to support product improvement.

Waiter Part-time**Feb, 2024 - Jun, 2024**

David Master Pot

Melbourne VIC

- Fulfilled customers with orders and delivered menu recommendations, serving over 50 tables per shift to maintain customer satisfaction and times receive customers on Google map praise

Data operation intern**Jun, 2023 - Aug, 2023**

Bank of China

Xi'an China

- Managed sorting and feedback of bank's account statements and recording summary of daily morning meeting
- Cooperated with online operations team and product manager to provide data support such analysis of 2022 annual report for online operations, and provide next stage of idea and resource investment focus based on data
- Completed feasibility analysis of project to develop data warehouse related system according to annual report for first half of 2023, and prepare a comprehensive feedback report based on analysis results

Desk Staff Part-time**Feb, 2022 - May, 2023**

Oxygen Shop Asian supermarket

Melbourne VIC

- Offered friendly and professional customer service to enhance customer experience and responsible for handling over 200 items per week ensures shelves are always clean and organized
- Acquainted to cashier system, handle cash and credit card payments, maintain daily accounts are accurate

Baker Part-time**Dec, 2022 - Mar, 2023**

Bread top

Melbourne VIC

- Collaborated in production of over 200 pieces of bread and pastries daily, ensuring high quality and consistency
- Organized inventory, handling over 500 items weekly to prevent waste and assure fresh supplies

Duty manager intern**Feb, 2021 - Nov, 2021**

Pizza Hut

Xi'an China

- Managed daily restaurant's steak and pizza flatbread inventory and purchasing activities to ensure restaurant runs smoothly and meets needs of customers
- Confirmed with store manager to prepare restaurant stock plan according to seasonal changes and special needs of holidays such National Day and Pizza Hut buffet event to ensure timely supply and minimize costs

TECHNICAL SKILLS

- Proficient in SQL database query and data operation
- Proficiency in Python or R for data cleaning, conversion, and processing
- Proficient in creating charts, graphs and dashboards using data visualization tools such as Python

- Skilled use of collaboration tools such as Jupyter Notebook to facilitate teamwork and sharing of analytical results

ACHIEVEMENTS

- Mobility Awards, Melbourne Global Scholars Award Recipient
- Melbourne Welcome Grant

PRESENTATIONS

- Collaborated with three team members in the Hong Kong Social Enterprise Challenge, securing second place with the project "Life-pulse," aimed at addressing and mitigating the issue of student suicides caused by mental health challenges
- Served as a member of the External Relations Department in the Chinese Drama Club at the University of Melbourne, successfully securing sponsorships from various businesses to support and complete multiple performances