

# Percy Liang

1280 Bridletowne Circle, Scarborough, Toronto, M1W 2V4

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## Manager

### SUMMARY OF QUALIFICATIONS

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- More than 3 years middle management experience
- Strong calculation and reconciliation ability
- Proficient with Gmail, MS Excel, Word, PowerPoint, Visio, QuickBooks, Ganttter
- Ability to prioritize and multi-task in a challenging and fast paced environment
- Strong interpersonal, verbal and written communication skills
- Proactive and self-motivated to quickly learn new task and system
- Able to lead a team, training and develop the workflow
- Capable of handling information with confidentiality and in a professional manner

### PROFESSIONAL EXPERIENCE

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#### Operation Manager

Jun 2018 - Present

*PandaTech Ltd., Toronto*

- Collected information from online car-hailing platform, maintained and monitored project plans, project schedules, work hours, budgets and expenditures, reported the progress to CEO.
- Made a speech template, manage customer service staff, received drivers and customers' comments and complaints about the platform, made targeted optimization to platform.
- Issued new driver recruitment ads, help drivers complete registration, checked the driver's driving record and identification, trained drivers to work under platform regulations.
- Prepared weekly operating statements and monitored the implementation of operational goals, reported the results to CEO.

#### Internal Auditing Manager

Apr 2016 - Dec 2017

*Outwit Inc., Manila, Philippine*

- Reviewed other departments' internal policies, procedures and guidelines, ensured the organizations follows regulatory standards and reported monthly results to the director
- Collected employee work data from ERP system, participated in the internal employee fraud investigation, face to face inquiry and reported compliance violations to Senior Management
- Implemented quality inspection of the group cashier department and risk control department, prepared accident reports and quality inspection reports to board of directors
- Implemented a Compliance Issues Management system to track issues or gaps identified during compliance testing and monitoring, followed- up on outstanding deficiencies or control gaps as identified
- Followed the director's instructions, made training documents, developed team training on compliance related topics, policies and procedures to improve team internal control skill

**Internal Control Supervisor****May 2015 - Mar 2016***League Technical Inc., Toronto, ON*

- Worked on company ERP system, reviewed the customer game performance, deposit and withdrawal behavior, checked the account of fraud customers and reported the results to operation department
- Participated in the requirements specification of Bigdata project, designed data screening function, user name capture function and BI system, supported the research and development department
- Participated in the Annual internal process review, provided risk points to internal auditing team and supported director to make seasonal and annual auditing report
- In seasonal auditing process, assisted in auditing team to do physical inventory count and cash verification, checked to see if the accounts match and reported errors to the director

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**Internal Control Clerk****Apr 2013 - May 2015***Weststar Entertainment Inc., Toronto, ON*

- Worked on online game platform, reviewed the customer game data, received and paid out money and ensured balance are accurate
- Worked on the automated receive and pay out software, wrote the requirement documents, helped with software testing and identified software vulnerabilities
- Recorded daily operating condition including customers violation operation, operating profit and loss data, top up and withdraw data; identified wrong and unnormal data and reported to supervisor
- Ensured purchase price matches the capital expenditure, and sale price matches the capital gain

**EDUCATION**

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**Diploma in Accounting****2012***Centennial College, Scarborough, ON***Bachelor's Degree in Chinese Language and Literature****2010***University of Qingdao, China***VOLUNTEER EXPERIENCE**

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**Secretary, Business Forum in China**

- Helped presidents process meeting documents, coordinated all quarters concerned, set up transport vehicles, routes and schedule and prepared meeting memos

**REFERENCES AVAILABLE UPON REQUEST**