

ZHIYU ZHU

BUSINESS OPERATIONS | PROJECT OPERATIONS | AI-ENABLED WORKFLOWS

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PROFILE

Law graduate with hands-on experience in customer insight, workflow design, project coordination, and AI-enabled operations. Skilled at turning complex, unstructured information into analytical frameworks, standardized processes, and reusable business assets.

SELECTED PROJECTS

High-Value Client Profiling & Willingness-to-Pay Analysis

Customer Insight & Business Analysis

- Analyzed 30+ converted clients to identify patterns in client circumstances, action drivers, payment capacity, expected gains, and deal outcomes.
- Converted interviews, call recordings, and case reviews into standardized fields and built a structured comparison table for cross-client analysis.
- Separated need intensity, payment capacity, and willingness to pay; identified circular reasoning during model testing and revised the variables and decision criteria.
- Produced client personas, a willingness-to-pay framework, and pricing references for initial client assessment, sales reviews, and pricing discussions.

AI-Enabled Operations Hub

Workflow Design & AI Application

- Mapped six core business objects—inputs, cases, files, tasks, deliverables, and recurring reminders—to address fragmented information and follow-up gaps.
- Designed a Feishu-based system covering inbox capture, case records, file repositories, subtasks, deliverable tracking, and recurring task management.
- Created case-library and agent-governance workflows with dry runs, human approval, execution logs, and checkpoints to reduce write errors and improve task recoverability.

Student Organization & Community Project Coordination

People & Resource Coordination

- Served as Department Head of the Xiangtan University Public Welfare Alliance; selected about 30 members from 100+ applicants and led onboarding, task allocation, and project delivery.
- Coordinated community classes by interviewing 100+ volunteers, selecting about 50, and working with one subdistrict and three communities to serve roughly 200 children.
- Coordinated a 15-member, one-month summer teaching program; the related project received a university-level Silver Award.

WORK EXPERIENCE

Zhejiang Zeda Law Firm | Legal Assistant

Business Support & Process Development

Feb 2026–Present | Hangzhou

- Supported family-law client consultations and case preparation by organizing client needs, case materials, and key issues for attorney review and follow-up service.
- Helped build document-processing workflows, case briefs, and reusable case templates, improving the standardization of unstructured materials.
- Used ChatGPT, Codex, Feishu Multidimensional Tables, and GitHub for information processing, task tracking, and version control.
- Coordinated with attorneys and business team members on requirement confirmation, document collection, progress updates, and delivery.

EDUCATION & RESEARCH

Xiangtan University | LL.B. in Law

GPA 3.38/4.0 | Average 85/100

Sep 2022–Jun 2026

- Provincial Undergraduate Innovation Project Lead: managed a six-person study on algorithmic price discrimination, including research planning, task allocation, policy and case-law analysis, and final paper delivery.

SKILLS & CREDENTIALS

Business & Office Tools: Feishu Multidimensional Tables, Excel, Word, PowerPoint

AI & Collaboration: ChatGPT, Codex, GitHub

Credentials & Honors: National Legal Professional Qualification (Class A), CET-6, National Computer Rank Examination Level 2, Outstanding Student Leader, Third-Class Scholarship