

KENDRICK LI 李仕杰

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Technical-support and application-support professional with **4+ years at the intersection of language, technology, and global B2B software environments**. Delivered **500+ enterprise tickets** at the **Microsoft Global Technical Support Center** with **perfect CSAT and zero escalations**. Subsequently extended into WMS rollout projects for European and Japanese manufacturing clients, gaining hands-on understanding of B2B vendor-customer dynamics, ERP integration and cross-functional coordination — experience now applied toward stable, internal-facing technical-support roles.

TEM-8 certified, fluent in **business and technical communication** with European, Japanese and US clients; experienced in cross-cultural collaboration. Practitioner of **AI-Augmented Workflow**, integrating large language models and AI coding agents into customer support, technical writing and cross-language collaboration.

Target Roles: IT Specialist / Application Support / L2-L3 Technical Support Engineer (internal users, ticket-based, SLA-driven)
| **Industries:** Multinational Manufacturing, Pharmaceutical, Industrial Software (internal IT) | **Location:** Wuxi (preferred); Suzhou; Shanghai (hybrid only)

PROFESSIONAL EXPERIENCE

Zhongding Intelligent (Wuxi) Technology Co., Ltd.

Feb 2026 — Present

Overseas Implementation Engineer — WCS / WMS

Wuxi

- Lead end-to-end WCS / WMS implementation for **Suzhou Inovance United Power's new-energy production line**, covering requirements, solution design, development coordination, testing and go-live
- Drove the discovery phase, conducting **in-depth interviews** with the client's Engineering, Production and IT teams; produced the requirements specification and project schedule that brought the project on-plan into development
- Coordinate Zhongding's solution, development and hardware teams to align delivery cadence with the client's **production-line ramp-up timeline**

Suzhou Mushiny Intelligent Technology Co., Ltd.

May 2025 — Feb 2026

WMS Software Implementation Engineer

Suzhou

- Owned the **full WMS implementation lifecycle** for overseas customer factories: requirements → development coordination → testing → on-site configuration → user training
- Delivered **2 flagship projects** with combined contract value of **~RMB 100M**; clients include Dutch maternal-and-infant retail leader **Babypark**, and Japanese OEMs **Honda** and **Kawasaki**
- Coordinated **5+ internal departments** (development, QA, materials, hardware, vendors) and led weekly status meetings; authored product user documentation and ran user training
- Key achievement:** identified a developer-resource shortage on the Babypark project, proactively authored a risk report and communicated transparently with leadership and the client, proposed mitigation, delivered Phase 1 on time, and **won a customer-initiated Phase-2 reorder**

Shanghai Wicresoft Co., Ltd. (Wuxi)

Jan 2022 — Apr 2025

Senior Technical Support Engineer — Microsoft Edge / Azure

Microsoft Global Technical Support Center

- Provided **L2 / L3 English-language enterprise support** for Microsoft Edge and Azure to global customers; closed **500+ enterprise tickets** with a perfect customer-satisfaction score and **zero escalations**
- Covered front-end, .NET, automation, WebView2, browser-extension development, enterprise user management and Group Policy deployment
- Contributed to **Microsoft Docs**, authoring and maintaining **10+ technical articles** (IE Mode, WebView2, etc.)
- Served as team **mentor**, training **3 engineers** to deliver enterprise tickets independently
- Owned **English QA**, safeguarding the team's ticket quality and documentation language standards

SELECTED PROJECTS

Babypark — European Warehouse Digitalization

Jun 2025 — Feb 2026

WMS Implementation Engineer · Suzhou Mushiny

Client: Babypark (Netherlands)

- Identified resource and personnel risks during a project-staffing crisis; authored a risk report and communicated **transparently** with leadership and the customer, proposing concrete mitigation
- Chaired weekly steering meetings; delivered Phase 1 on schedule, contract value **RMB 55M**
- Earned strong customer endorsement and a **customer-initiated Phase-2 reorder**, establishing a long-term partnership

Honda / Kawasaki — Japan Plant WMS

Aug 2025 — Feb 2026

WMS Implementation Engineer · Suzhou Mushiny

Clients: Honda, Kawasaki (Japan)

- Tailored a **WMS (MIX PRO product line)** implementation plan for two Japanese OEM plants, covering production, finished-goods and spare-parts warehouses
- Collaborated cross-language with the customer's Engineering, IT and Production teams, producing **trilingual (CN / EN / JP) technical documentation**
- Coordinated development, hardware and vendor teams to deliver against milestones — completed **1 MIX PRO + 1 GTP warehouse** deployment, trained **30+ end users**, contract value **RMB 45M**

EDUCATION

Huaiyin Normal University, China · B.A., Business English

Sep 2018 — Jun 2022

- **Core coursework:** International Business, Business English Writing, Cross-cultural Communication, Business Negotiation
- **Honors:**
 - **National Champion (1st Prize)**, National Business English Competition Final Round (2022) — among **100+ participating universities** nationwide
 - **TEM-8** (Test for English Majors, Band 8) — **top 5%** of English majors nationally

SKILLS & CERTIFICATIONS

Languages	English — TEM-8 , fluent in business and technical communication · Japanese — JLPT N2 equivalent · Mandarin — native
Technical	Microsoft 365 · Azure · WebView2 · .NET Python · Java · C Postman · Visual Studio · Microsoft Project WMS · WCS (project context)
Functional	Enterprise Technical Support (L2 / L3) · Business application support & troubleshooting · Cross-cultural client engagement (EU / JP / US) · Cross-functional coordination & risk management · Customer training & documentation · Software testing
AI Workflow	Practitioner of AI-Augmented Workflow : leverages Claude (Anthropic) and other large language models (LLMs) for complex problem analysis, long-document comprehension and cross-language collaboration; integrates Claude Code , GitHub Copilot and other AI coding agents into the development and delivery pipeline — meaningfully improving technical writing, English email drafting, customer-issue diagnosis and automated test-script generation
Certifications	TEM-8 — Test for English Majors, Band 8 (2022) · National Champion, National Business English Competition Final Round (2022)