

Olivia Hu Qiruo

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Senior Project Manager | E-Commerce & Digital Solutions Specialist | MSc Computer Science

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Professional Summary

Experienced Project Manager with over 7 years in leading web development, e-commerce, and construction projects from conception to completion. Proven ability to deliver high-impact digital solutions, manage cross-functional teams, and ensure client satisfaction. Strong in Agile, stakeholder engagement, and quality assurance, with a passion for leveraging technology to solve real-world problems. Currently pursuing an MSc in Computer Science to further enhance technical skills and AI expertise.

Core Skills

- Project Management: Agile Delivery, Strategic Planning, Risk & Budget Management
- Digital Tools: Power BI, AutoML (Azure ML), Prompt Engineering, Python (Beginner)
- Communication: Stakeholder Management, Client Engagement, Report Writing
- Leadership: People Management, Cross-functional Team Coordination, Proactive Problem-Solving
- Languages: English (Full Professional), Chinese (Native or Bilingual)

Certifications

- Project Management Professional (PMP)®
- Talking to AI: Prompt Engineering for Project Managers
- Data Landscape of GenAI for Project Managers
- Certificate of Employment Intermediaries (KAH)
- Workplace Safety and Health System Management

Professional Experience

Senior Project Manager | Verz Design | July 2024 – Present

- Define project scope and lead multidisciplinary teams in web development projects.
- Maintain high-quality standards and clear communication with stakeholders.
- Manage budgets, resolve issues proactively, and improve project tracking processes.

Project Manager | Verz Design | Dec 2021 – Jul 2024

- Managed 20+ web development projects, delivering on time and within budget.
- Maintained 95% client satisfaction and reduced post-launch issues by 40%.
- Introduced performance metrics, increasing on-time delivery by 20%.

Project Manager | Ocean Enterprise International | Jan 2017 – Jan 2021

- Oversaw 15+ construction/interior projects, improving delivery timelines and reducing defects.
- Led stakeholder engagement and budget control, improving satisfaction and reducing overruns.
- Boosted productivity by 25% through effective coordination with architects and engineers.

Customer Service Representative | Central Provident Fund Board | Sep 2015 – Sep 2016

- Assisted CPF members with account inquiries and policy clarifications.
- Maintained 90% satisfaction through empathetic, multichannel support.
- Handled escalations and process improvements to boost resolution speed.

Internship | National Parks Board | Mar 2014 – Aug 2014

- Participated in Singapore Garden Festival and Community In Bloom Award 2014.
- Designed community gardens and liaised with agencies like HDB, PUB, URA.
- Led student team during outreach events and national campaigns.

Education

MSc in Computer Science (In Progress)

Università degli Studi Guglielmo Marconi | Jul 2024 – Jul 2026

Diploma in Landscape Architecture

Singapore Polytechnic | May 2012 – May 2015