

# Yuanhao Ma

Date of Birth: September 3, 1989 | Email: Moonersir@gmail.com

## PROFESSIONAL SUMMARY

A technically proficient individual with several years of experience in computer programming, office software, and hands-on IT operations. Skilled in problem-solving, setting up local networks, hardware installation, and managing daily facility operations.

## EDUCATION

College of Software, Shenyang Normal University Computer Programming for Mobile Devices | Sep 2009 – Sep 2012

## PROFESSIONAL EXPERIENCE

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### Station Operations Specialist

*Gofo Inc | Sep 2026 – Present*

- Coordinated and published daily operational tasks, ensuring clear alignment across drivers and internal teams.
- Established regional maps and optimized delivery routes to enhance dispatch efficiency and successful delivery rates.
- Lead early-morning dispatch, sorting, and loading to ensure on-time departures.
- Coordinate drivers, DSPs, and internal teams to manage schedules, logistics, and inquiries.
- Assist with DSP onboarding, performance evaluations, and contract discussions.
- Track daily deliveries and resolve exceptions, delays, or lost parcels proactively.
- Manage return workflows and coordinate merchant re-shipments efficiently.
- Maintain accurate logistics records for parcels, drivers, returns, and daily dispatch.
- Formulate and execute warehouse SOPs and optimize workflows to elevate delivery speed and service quality.
- Coordinate drivers, vehicles, and sorting teams while enforcing safety protocols to ensure high delivery success rates.

### Freelance Web Designer & Video Editor

*Self-Employed | Jul 2025 – Present | <https://www.fmindweb.com>*

- Set up and maintained custom Ubuntu 22/24 Linux servers to support and host freelance web design projects.
- Integrated Visual Strategy: Deliver end-to-end digital creative services, specializing in high-conversion web design and compelling multimedia storytelling for diverse clients.
- Web Design & UX/UI: Design and develop responsive, user-centric websites, focusing on intuitive navigation, visual hierarchy, and maintaining brand consistency across platforms.
- Content Planning & Scriptwriting: Develop original scripts and storyboards for corporate promos and social media campaigns.
- Video Production & Motion: Lead the full post-production process, including advanced editing, motion graphics, color grading, and sound design.
- E-commerce & Growth Consulting: Facilitate product listings on major platforms like Amazon and Walmart for foreign trade companies, assist restaurants with food delivery platform onboarding, and develop local marketing strategies leveraging channels such as YouTube, TikTok, and

Xiaohongshu.

- Product Promotion Video Production: Produce high-quality promotional videos tailored for product marketing, platform showcases, and social media campaigns to enhance engagement and sales performance.

## **Assistant Program Director & IT Operations Specialist**

*Worldshine Care LLC (Worldshine Group) | Jan 2018 – Jun 2025*

- Contributed to facility setup since 2018 and supported multi-location expansion across Beltsville, Germantown, and Frederick.
- Deployed internal networks (cabling, server racks, routers) and maintained security and multimedia hardware.
- Directed daily administration, SOP execution, staff recruitment, and performance evaluations.
- Served as Interim Center Director (Apr–Sep 2024), overseeing overall operations, regulatory compliance, and leadership continuity.

## **Activity Coordinator**

*Worldshine AMDC (Worldshine Group) | Oct 2016 – Jan 2018*

- Organized and coordinated activities for senior care programs.
- Engaged with clients to improve program delivery.

## **Sales Manager**

*All Season Home Improvement LLC | Sep 2014 – Aug 2016*

- Managed sales operations and improved customer service processes to drive growth and customer satisfaction.

## **Manager**

*China Jade Restaurant | Oct 2012 – Jul 2014*

- Supervised staff and kitchen operations while ensuring food safety standards and workflow efficiency.

## **Programmer**

*Beijing Techrefine Technology Co. Ltd | Mar 2011 – Nov 2011*

- Developed client software solutions using C++ and Qt, providing system troubleshooting and technical support.

## **SKILLS**

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- **Technical:** C++, Python, HTML/CSS, Linux, Windows, macOS, Network Cabling, Server Racks, Routers/Switches
- **Software & Tools:** MS Office, Google Workspace, Qt, CapCut, Cloudflare Tunnels, Multimedia Systems
- **Operations & Management:** Fleet & Dispatch Management, SOP Execution, Project & Administrative Management

## **CERTIFICATIONS**

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- Certified Qualified Handgun Instructor – Maryland State Police | Dec 2026
- Pistol Instructor – NRA | Dec 2026