

Lin Qi**Director of Business Operation**

12 years experience

Mr. Qi is the director of business operation, who is responsible for supervise general business operation maintenance. His supervision will ensure high-quality domain name application process, customer support and complaint handling for registrars and end-users. In addition, he is responsible for refining and developing additional policy in conjunction with ICANN, and he is in charge of CNNIC's marketing strategy, media relation maintenance and public relations proposals. He was in charge of managing the day-to-day PR affairs including document review, work promotion, performance evaluation and PR suppliers bidding. Before joining CNNIC he worked as a senior PR manager in Creative Design Partners and PR consultant in Boneng Public Relation Consulting Company.

Mr. Qi has a Master degree from Macquarie University, Australia.

Rui Yan**Legal Manager**

8 years experience

Ms. Yan is a senior legal manager of CNNIC legal department and is responsible for all of CNNIC's International legal issues including: documentation review, contractual certainty, drafting amending contracts and dispute resolution. Ms. Yan is expertise in international commercial arbitration, and has over 6- years' legal experience in domain name. Before joining CNNIC, she has worked as insurance assistant in China Life Insurance (Group) Company and has an internship in China International Economic and Trade Arbitration Commission.

Ms. Yan has a Master of Laws degree and Bachelor of Laws degree from University of International Business & Economics, Beijing P. R. China.

Yanhua Liu**Service Quality Assurance Manger**

8 years experience

Ms. Liu is a senior manger of service quality assurance manager for maintaining the high quality services and efficiency with regard to application material reviewing, inquiries resolving, technical supporting, customer re-visiting, and application review feedback. She is also responsible for customer knowledge base maintenance, quality control and customer services training.

Ms. Liu has a Bachelor of Automation degree from Lanzhou University of Technology.

Hong Zhang

Manager of Registrar Support

9 Years Experience

Ms. Zhang is manager of Registrar Support. She is responsible for registrar supporting, managing email complain customer reception, customer services process control, call center management and telephone-based customer service consulting. Before joining CNNIC, Hong has worked as business assistant in marketing division of Koncept International, Inc.

Ms. Zhang has a Bachelor degree from Central University of Finance and Economics.

Min Xia

Manager of Application Review

9 years experience

Ms. Xia is a Manager of Customer Services and Application Review of CNNIC Customer Services and Application Review Department. She has excellent experience in face-to-face and telephone-based customer service. During the 9 years in CNNIC, she was responsible for diagnosing and providing a path to resolve inquiries related to all aspects of the domain name registration, including application material reviewing, inquiries resolving, technical supporting and etc.

Ms. Xia has a Bachelor of Information and Communication Engineering degree from Beijing Jiaotong University.
