

Yung-Ching (Jessica) Tsao

Corporate Communications & ESG | FTSE 100 | Internal Comms · Integrated Reporting · CSRD/ESRS | PRINCE2

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PROFILE

Communications professional with four years at Mondi Group, a FTSE 100 packaging and paper manufacturer, leading Group-wide corporate reporting and producing sustainability, regulatory and executive communications for a global workforce of c. 24,000 across 30+ countries. Combines programme and change management (PRINCE2), including cutting the reporting cost base by around 25% over three cycles, with hands-on content creation across writing, video, design and digital, with work recognised by IR Magazine (Gold) and the PwC Building Trust Awards. Skilled at translating complex regulatory and technical topics into clear, engaging narratives for Boards, investors, customers and employees, and at embedding AI tools into communications workflows. Bilingual English–Mandarin.

KEY SKILLS

Corporate Communications · Internal Communications · Sustainability & ESG Communications (CSRD, ESRS, GRI, TCFD, EUDR) · Stakeholder Engagement & Senior Leadership Advisory · Integrated Campaigns & Content Strategy · Thought Leadership & Executive Storytelling · Campaign Measurement · Project & Change Management (PRINCE2) · Video Production · AI-Enabled Workflows

PROFESSIONAL EXPERIENCE

Communications Specialist | Mondi Group (FTSE 100)

Sep 2022 – Present

London, UK · Global packaging & paper manufacturer, 100+ sites, 30+ countries

- **Integrated & sustainability reporting:** Own end-to-end delivery of Mondi's Integrated Report and Sustainable Development Reports from planning through to Board sign-off, acting as project and change manager across Finance, Sustainability, IR and Company Secretary, plus external design agency, Workiva consultants and PwC assurance. Reduced the programme's cost base by around 25% over three cycles, from c. £699k (2022) to c. £521k (2025), while also shortening publication timelines; Integrated Report launch communications reached 4,897 employees.
- **Video production & executive storytelling:** Script, storyboard and produce video content end-to-end, published across Mondi's internal channels (Viva Engage, internal news network). Work includes a MAP2030 'five years in' film on progress against Mondi's 2030 sustainability action plan, Board governance features and executive/MEP interviews for industry conferences. A UN WFP partnership video reached 5,542 employees, 28% of the channel's audience; a Board governance video achieved c. 75% open rate within the Group Office community. Examples in portfolio.
- **CSRD & ESRS compliance implementation:** Spearheaded Mondi's CSRD/ESRS programme, leading Workiva adoption and building integrated reporting workflows across Finance, Sustainability and Investor Relations, from IR pilot (2022) to full corporate reporting suite (2023) and ESRS, GRI, SASB and biodiversity index integration (2024).
- **AI & digital innovation:** Built a working custom Microsoft Copilot agent for sustainability report drafting and developed an AI integration roadmap for the reporting workflow, spanning Workiva AI, Copilot agents and a Workiva-to-Optimizely API integration, presented to the programme SteerCo.
- **Regulatory & B2B stakeholder communications (EUDR):** Developed Mondi's EU Deforestation Regulation communications from scratch: messaging frameworks, customer letters, Q&A toolkits and training, deployed across two business units for consistent, compliant messaging.
- **Corporate narrative & sales enablement:** Own the Group Presentation, Mondi's primary external engagement asset, used by sales and marketing teams globally and drawn on by IR, translating complex ESG strategy and sustainability data into clear, consistent narratives aligned with regulatory requirements and strategic direction.

Marketing Associate | Adonit (Consumer Technology)

Sep 2020 – Apr 2021

Taipei, Taiwan · Global stylus and digital accessory brand

- **Multi-market social strategy:** Designed and executed social media strategy across 6 international markets (USA, UK, Philippines, Malaysia, Germany, Taiwan), presenting competitive analysis and marketing plans to senior leadership and owning content production end-to-end across Facebook, Instagram, Pinterest and Twitter.
- **Growth & analytics:** Delivered 5,000+ follower growth and 21% average monthly impression growth on Instagram USA in 6 months through data-driven content strategy and A/B testing, with monthly performance reporting across engagement, reach and impressions.
- **Influencer & campaign management:** Managed influencer partnerships end-to-end across Instagram and YouTube (creators of up to 114k followers), negotiating collaborations and coordinating giveaway and discount campaigns.
- **Product marketing & launch support:** Ran Klaviyo email campaigns and optimised Google Ads supporting the Adonit One app launch, and contributed onboarding UI/UX concepts adopted in the shipped application.

Early-stage wellness tech start-up · Part-time alongside Adonit role

- **Brand identity & content:** Led complete brand identity development from scratch: logo, website design, business cards and merchandise (viewable in portfolio), working directly with founders in an early-stage environment, and coordinated two design interns on daily social content delivery.

SELECTED INDEPENDENT PROJECTS

Self-initiated design and build work (full portfolio at jess-tsao-creative.vercel.app):

- **Biggest Fan, live web app:** Designed and shipped an all-in-one fan hub for a K-pop album rollout, handling UI/UX, front-end and data engineering. Built an hourly GitHub Actions pipeline scraping live chart data into Supabase, deployed on Vercel. Drew visitors from 82 countries and c. 3,000 users before launch from a single organic post, no paid promotion. Stack: HTML/CSS/JS, Vercel, GitHub Actions, Supabase, Cheerio.
- **Indiana Fever, concept redesign:** A self-directed UI/UX and interaction-design concept reimagining a sports team landing page around fan engagement rather than transactions, prototyped as a live interactive build in Framer.

AWARDS & RECOGNITION

Led Mondi Group's award-winning corporate reporting programme:

- **2024 report (awarded 2025):** PwC Building Trust Awards, 'Reporting in the FTSE 350'; IR Magazine Awards, Bronze, Best printed ESG report.
- **2023 report (awarded 2024):** IR Magazine Awards: Gold, Best integrated report; Silver, Best D&I reporting; Silver, Best corporate website (FTSE 100); Bronze, Best printed ESG report.

EDUCATION

BSc International Management, First Class Honours | Warwick Business School, University of Warwick

Year abroad: Waseda University School of Commerce, Tokyo, Japan. First-team shooting guard, Warwick University Basketball Team (3 years).

International Baccalaureate Diploma | Western Academy of Beijing

Ranked top international school in Asia.

TOOLS & SOFTWARE

Workiva · Microsoft 365, Copilot & Viva Engage · Optimizely (CMS) · Adobe Photoshop, Illustrator, InDesign & Premiere Pro · Framer & AI-assisted web development (Claude) · Klaviyo · Google Ads & social analytics

CERTIFICATIONS

- **CIPR Digital Communications Specialist Diploma (2025)**, advanced digital communications strategy and measurement.
- **PRINCE2 Foundation & Practitioner (2023)**, certified project management methodology.
- **Advanced Workiva & Sustainability Reporting Solution** certifications covering connected reporting and ESG disclosure workflows.
- **Adobe Creative Cloud (2023)**, Photoshop, Illustrator & InDesign, University of the Arts London.

LANGUAGES

English, fluent (native level) · Mandarin Chinese / Taiwanese, native