



CUSTOMER SERVICE | ADMINISTRATIVE SUPPORT

Adaptable, reliable professional organizing processes, data, and documentation to optimize workflow in diverse environments. Easily build rapport and manage relationships with customers, colleagues, and vendors across public and private sectors. Recognized resource, promptly responding to inquiries to provide guidance and documentation. Proficient in prioritizing and balancing multiple concurrent tasks. Leverage technical, organizational, and creative skills to develop and implement workflow improvements. **Languages:** English (native), French (conversational), Mandarin (basic).

Core competencies include:

Meeting & Event Planning | Document Management | Workshop Preparation & Delivery | Research | Relationship Development | Policy Implementation | Online & Print Marketing | Scheduling | Inventory Control | Mac, Windows, Linux | Microsoft Office (Word, Excel, PowerPoint, Outlook) | LibreOffice | Google Drive Suite | Skype for Business | Inkscape | GIMP | WeTransfer

PROFESSIONAL SKILLS

Customer Service & Relationship Management

- Provided on-person and phone customer support in wholesale, retail, office, and technical environments.
- Cultivated and maintained positive relationships with customers and wholesalers; identified needs to develop customized solutions. Promoted customer retention and repeat business.
- Handled tech support requests from 600+ university faculty, staff, and students, as well as visiting lecturers.
- Responded promptly to 100+ bug reports and community queries per day.
- Guided managers in policy implementation by interpreting internal regulations.
- Served as technical resource for managers on accounting and financial management; built and maintained spreadsheet-based systems.

Administrative Support & Event Management

- Handled event registration and automated spreadsheet functions to pre-populate and track financial variables.
- Compiled written instructions, documentation, and advice for 140+ staff and 1,000+ students on systems, software, website, and processes to expand knowledge base following staff change.
- Documented internal IT processes in 10 new website pages used by IT and administrative staff to ensure consistent process execution during administrative and academic transitions.
- Provided rotating back-up receptionist/switchboard duties for university department of 1,000+.
- Performed specialized services such as personal and real property management, human resources, supply distribution, collections, and deposits.
- Reviewed administrative procedures and recommended workflow and operational efficiency improvements. Revamped internal forms, set up and maintained shipping and inventory management procedures, updated public-facing documentation, created communication templates, and maintained organization systems.

Inventory Control & Procurement

- Researched, built, and maintained physical and digital inventory system for machine parts, supplies, and accessories. Organized storage areas for inventory expansion. Designed packing lists, ensured SKUs for all components.
- Located missing items and entered new item information into database.
- Rolled out 50 computer, monitor, peripheral, and custom software upgrades in record time.
- Provided procurement and financial services to university academic departments for textbook, software, and computer orders. Advised management on software purchases, providing information about free / open source alternatives to high-cost licenses as well as maximizing purchases against end-of-year budget surplus.

Organization & Planning

- Updated and maintained how-to guides, support templates, and FAQs for international community.
- Assisted with set-up, registration, check-in, daily activities, and questions for events and projects.
- Crafted default responses for online program registration options to ensure consistency.
- Served as STEM role model for workshop groups of 11- and 12-year-old girls.
- Supported various departments by planning work, setting priorities, creating schedules, and assigning tasks for meetings and workshops. Created meeting agendas, solicited additional items, and kept discussion on track. Documented and distributed meeting notes.

- Led daily Agile/Lean standup meetings with product developers and project managers.
- Identified, organized, referenced, and maintained documents to plan and lead weekend workshop with 250 attendees from across U.S. on nine-month timeline.

Marketing

- Designed flyers and led social media marketing activities for small businesses on Instagram and Twitter.
- Managed content, flow, launch, and monitoring of web store carrying 50+ items.
- Researched and reported on market trends in global "maker" space and small-scale manufacturing. Researched positioning options for online store, potential partners for projects and courses, and other general trends. Presented findings during weekly standup meeting.

EMPLOYMENT HISTORY

DEVINE FOODS DBA CENU CACAO, Leamington Spa, England 2017 – 2018

Associate General Manager

Produced handmade, stone-ground chocolates. Opened/closed chocolate shop daily. Handled customer service, stocking, manufacturing, clean-up, wholesale order fulfillment, design work, and cash flow independently during each shift. Contributed to business decisions on new products and designs, shop layout, and income streams.

HOODOO BLUES, Newcastle, England 2017 – 2018

Remote Spreadsheet Wrangler / Volunteer Coordinator / On-Site Staff for Brown Ale Blues 2018

Tracked registrations, payments, and volunteers on spreadsheet for annual, three-day blues dance workshop attended by 100+ dancers and instructors. Coordinated volunteer staff, created schedules, and assigned tasks during event.

UNIVERSITY OF WARWICK, Coventry, England 2016 – 2017

Space Planning Officer - Contractor (2017)

Fit 10 growing departments into existing building footprints. Designed, presented, and discussed proposals with department heads. Collaborated with Estates and Student Union to author white paper on campus social study spaces for students; presented to central planning group and secured approval for social study spaces in new building plans.

IT & Learning Support Officer - Contractor (2016)

Created print and online marketing templates for annual report, per new branding guidelines. Produced posters for print, online, and display on large screens seen by 2,000+/day across campus. Prepared templates and instructional documentation for staff and students to maintain consistent operations during administrative and academic transitions.

OTHER MACHINE CO., San Francisco, CA 2013 – 2014

Retail Interaction Designer

Managed content, flow, launch, and monitoring of web store. Designed and implemented packaging and creative kit contents. Identified target audiences and potential partners and initiated conversations leading to partnerships. Investigated, tested, ordered, and tracked inventory. Prepared research reports on global and small-scale manufacturing.

UNIVERSITY OF CALIFORNIA, BERKELEY, Berkeley, CA 2008

Department Secretary / Administrative Assistant III

Processed textbook orders. Compiled course grades and seminar listings. Maintained teaching assistant library. Supported faculty by approving database changes, maintaining staff web page, handling parking reservations, and preparing permit applications. Reserved conference rooms.

EDUCATION & TRAINING

Bachelor of Arts (BA) in Physics - Bryn Mawr College, Bryn Mawr, PA, 2007

Semester abroad - University of St Andrews, St Andrews, Scotland, 2006

Online - CitiesX: The Past, Present, and Future of Urban Life - HarvardX, 2018 & Supply Chain Fundamentals - MITx, 2017

User Experience Design Intensive - General Assembly, 2014

Mandarin Chinese II - University of California, Berkeley, 2007

VOLUNTEER ACTIVITIES

Activity Facilitator - Achieving Results in Communities CIC, Leamington Spa, England, 2016 – 2018

Participant / Designer - OwnBooks, Leamington Spa, England, 2016 – 2017

Founding Board Member / Event Host - Sundown Blues Dance Society, San Francisco Bay Area, 2014 – 2015

Activity Lead / Assistant - Girls Science Institute, San Francisco, CA, 2014, 2015

Curation Co-Lead - FIGMENT Oakland, Oakland, CA, 2015

Meeting Chair - BluesQuake 2014, San Francisco Bay Area, 2013 – 2014

Fire Safety - The Crucible, Oakland, CA, 2008 – 2015