



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 | LibreOffice | Google Drive | Skype | ArcGIS

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.
- 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 to ensure consistent process execution during administrative & academic transitions.
- 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.
- Streamlined 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.
- Rolled out 50 computer, monitor, peripheral, and custom software upgrades in record time.
- Provided procurement and financial services to 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.
- Led daily Agile/Lean standup meetings with product developers and project managers.

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

- COUNTY OF ALAMEDA TEMP POOL, Oakland, CA 2019 – ongoing
Clerk I, Assessor's Office
Organize and file documents, maintain file logs, and receive and discharge files for staff.
- FERTILE GROUNDWORKS, Livermore, CA 2019 – 2019
Garden Intern / Assistant Garden Manager
Regular work days in the garden consisting of weeding, harvesting, soil amendments and bed preparation; delivered the harvest to local food pantries; organized other volunteers' work; and updated the harvest log both on paper and digitally. Managed groups of up to 80 one-day volunteers to accomplish the day's tasks. Took point on compost processes.
- 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. Located missing hardware and entered new item information into database.
- BLUESQUAKE 2014, San Francisco, CA 2014
Meeting Chair / On-Site Staff
Identified, organized, referenced, and maintained documents to plan and lead weekend workshop with 250 attendees from across the U.S. on nine-month timeline. Supported planning work, set priorities, created schedules, and assigned tasks for meetings. Created meeting agendas, solicited additional items, and kept discussion on track.
- 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.

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
Mandarin Chinese II - University of California, Berkeley, 2007
User Experience Design Intensive - General Assembly, San Francisco, CA, 2014
Supply Chain Fundamentals - MITx, online via edX.org, 2017
CitiesX: The Past, Present, and Future of Urban Life - HarvardX, online via edX.org, 2018
Intro to Statistics & Intro to ArcGIS Desktop Software - Las Positas Community College, Livermore, CA, 2019

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