



URBAN PLANNING & TRANSPORTATION

Researching ways to build creative civic engagement around issues of mobility and transit.

Masters student in Urban and Regional Planning at San José State University;
begun January 2020, expected graduation May 2022.

Proficient in prioritizing and balancing multiple concurrent tasks. Easily build rapport and manage relationships with customers, colleagues, and vendors across public and private sectors. Adaptable, reliable professional with experience in diverse environments. Recognized resource, promptly responding to inquiries to provide guidance and documentation.

Languages: English (native), French (conversational), Mandarin (basic).

Core Competencies Include:

Workshop, Meeting, and Event Preparation & Delivery | Relationship Development | Research | Online & Print Marketing & Outreach | Calendar Management | Windows, Mac, Linux | Microsoft Office + Teams | LibreOffice | Google Drive + Meet | Skype | Zoom | Jitsi Meet | ArcGIS | \LaTeX

PROFESSIONAL SKILLS

Writing & Projects

- Final Paper : [A global, regional, and local look at the Tempo BRT line](#) - regional planning (pdf)
- Final Paper : [Constitutional Rights of Homeless Individuals](#) - transportation law (pdf)
- Write Up : [Conversations with professional planners at TransForm](#) - regional planning (pdf)
- ArcGIS Project : [Population density and income near East Bay bus stops](#) - intro to ArcGIS (pdf)

Organization & Documentation

- Updated and maintained public-facing how-to guides & documentation, support templates, and FAQs for international community.
- Created communication templates, maintained organization systems, and crafted default responses for online program registration options to ensure consistency.
- Documented internal processes to ensure consistent processes during transitions.
- Led daily Agile/Lean standup meetings with stakeholders, managers, and others.

Customer Service & Relationship Management

- Fielded, collected, and analyzed feedback during and after events to generate action items.
- Assisted with set up / clean up, tabling, registration, bookkeeping, urgent queries, emergency fire procedures, and all other aspects of event and workshop lifecycles.
- Provided in-person, phone, and digital customer support for professional and community environments with empathy and dignity.
- Cultivated and maintained positive relationships with customers and wholesalers; identified needs to develop customized solutions. Promoted customer retention and repeat business.

RECENT EMPLOYMENT

COUNTY OF ALAMEDA TEMPORARY ASSIGNMENT POOL, Oakland, CA 2019 – *ongoing*
Admin Assistant I, Health Care Services Agency (2019 – *ongoing*)

Worked with Alameda County Care Connect. Scheduling assistant to the Deputy Director – handle incoming requests, coordinate with external partners, weekly check-in meetings to review upcoming needs and conflicts. Identify other administrative tasks to do. Organize management team retreat, including speaker, and holiday parties (both in-person and virtual). Manage office admin needs both in person and remotely.

Clerk I, Assessor's Office (2019)

Organized and filed documents, maintained file logs, and received and discharged files for staff.

FERTILE GROUNDWORKS, Livermore, CA 2018 – 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.

SELECT EDUCATION & TRAINING

Masters in Urban and Regional Planning	San José State University	2022
Intro to Statistics & Intro to ArcGIS	Las Positas Community College	2019
CitiesX: The Past, Present, and Future of Urban Life	HarvardX <i>online via edX.org</i>	2018
Bachelor of Arts (BA) in Physics	Bryn Mawr College	2007
Semester abroad	University of St Andrews, Scotland	2006

VOLUNTEER HIGHLIGHTS

Activity Facilitator for Ecotherapy - [ARC CIC](#), Leamington Spa, England, 2016 – 2018

Curation Co-Lead - [FIGMENT Oakland](#), CA, 2015

Founding Board Member / Event Host - [Bay Area Blues Dance Society](#), CA, 2014 – 2015

Activity Lead / Assistant - [Girls Science Institute @ ExplOatorium](#), San Francisco, CA, 2014, 2015

Fire Safety Volunteer and Trainer - [The Crucible](#), West Oakland, CA, 2008 – 2015