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**Education**

May 2011 Bachelor of Arts, Business Administration in **Management Information Systems** with a **Chinese Minor**  
Washington State University Pullman, WA  
President's Honor Roll award recipient GPA: 3.11

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**Professional Experience**

Jan 2010 – Present **Team Leader** WSU – Office of Enrollment Management Pullman, WA

- Supervise over 50 Cougar Connectors with a group of 7 Team Leaders during recruitment and university events.
- Act as a liaison between the Cougar Connectors and the full time staff of the Office of Enrollment Management.
- Continue every responsibility previously associated with the Cougar Connector position.

Aug 2008 – Present **Cougar Connector** WSU – Office of Enrollment Management Pullman, WA

- Recruit and connect with students considering WSU via phone, email, and other mediums.
- Lead and conduct guided tours of up to 25 visitors and prospective students from diverse backgrounds and ethnicities.

May 2009 – Present **Training Instructor** WSU – Student Computing Services Pullman, WA

- Teach up to 20 different classes offered by Student Computing Services including HTML, Access and Dreamweaver.
- Evaluate, create and revise curriculum to better serve WSU and its community on a continuous basis.
- Required to perform all Technology Consultant duties as requested in addition to Instructor responsibilities.

Dec 2008 – Present **Technology Consultant** WSU – Student Computing Services Pullman, WA

- Manage a computer lab of up to 20 users at a time while assisting and answering customer issues.

Aug 2007 – Present **Student Mentor** WSU – Multicultural Student Services Pullman, WA

- Provide incoming multicultural students with peer guidance and support to achieve, graduate, and transition to a successful career and life.
- Co-facilitated a team of 20 mentors to support the mentees and the multicultural community as a whole by leading committees and managing educational events and programs.
- Educated groups of up to 40 mentees through mentor led presentations and workshops.

May 2008 – Aug 2008 **Office & IS Manager** Common Grace Honolulu, HI

- Responsible for completion of all office, administrative, and miscellaneous tasks assigned by the Executive Director.
- Independently organized and planned administrative operations to ensure an efficient office.
- Created an IT infrastructure consisting of 5 computer systems for the nonprofit organization.

Jan 2008 – Dec 2008 **Opinion Columnist** WSU – The Daily Evergreen Pullman, WA

- Wrote 12 articles covering a broad range of topics – including improving registration, file sharing and the Apple Cup.

Jan 2008 – May 2008 **Clerical Assistant** WSU – The Division of Student Affairs Pullman, WA

May 2007 – Aug 2007 **Summer Aide II** City and County of Honolulu Honolulu, HI

June 2006 – Aug 2006 **Sales Associate** KB Toys Honolulu, HI

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**Technical Skills**

- Adept with developing windows and web-based systems to insert, update and delete transactional data.
  - Capable of creating a set of analytical tools using SQL useful to aggregate, total, filter and sort data.
  - Developed a suite of key performance indicators of sales data using Excel and SharePoint Services.
  - Proficient with the Microsoft Office Suite in all areas, including analyze business performance data.
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**Honors**

- Eagle Scout, Boy Scouts of America
  - Earned in 2.5 years during high school and secured 21 merit badges plus the God & Country award.
  - Senior of the Year award, WSU - Student Support Services
  - Annual award presented to the senior at WSU who demonstrated all around excellence.
  - Commencement speaker for McKinley HS 2006 Graduation
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**Activities**

- Participant in the Boeing Mentor Program partnered with WSU College of Business
  - Member of Mu Iota Sigma – Management Information Systems Club at WSU
  - Treasurer for the Council of Multicultural Student Presidents at WSU
  - Member and former Public Relations Chair of Hawaii Club at WSU
  - Over 40 hours of community service performed per a semester through various clubs and organizations
  - President and Concertmaster for McKinley High School Orchestra
  - Team Captain of 4 intramural sports teams every year for the past 4 years
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**Languages**

- English and Mandarin Chinese.