Jung-Yu (Alexis) Shen
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EXECUTIVE SUMMARY

Program Management professional with 6+ years of experience driving cross-functional initiatives and launch management in government and education sectors. Led Taipei's COVID-19 digital services platform from design to deployment, coordinating 50+ staff across 22 departments to implement a unified service platform that reduced response times by 90% and served 200,000+ citizens.

WORK EXPERIENCE

University of Washington   **Seattle, WA**
WorkLife Program Coordinator Intern   **January 2025 – Present**
- **Strategic Program Development:** Designed and authored comprehensive RFP for preferred realtor program aimed at benefiting 43,000 UW staff and faculty, establishing clear selection criteria and program structure for this institutional-scale initiative.
- **Stakeholder Management & Cross-Functional Collaboration:** Partner with internal teams and external vendors to enhance learning and development initiatives.

Taipei City Government   **Taipei, Taiwan**
Executive Assistant to Chief Executive Officer / Officer   **March 2018 – March 2024**
(With Program Manager Responsibility)
- **Data-Driven Program Evaluation:** Established structured bi-weekly governance framework with 8 department leaders, implementing data-driven feedback systems and accountability metrics that increased citizen satisfaction rates from 77% to 85% while reducing formal complaints by 30% year-over-year.
- **Change Management & Cross-Functional Coordination:** Directed COVID-19 response initiative across 22 departments, designing and implementing unified coordination platform that drove 90% improvement in service delivery. Managed transformation from in-person to digital services while maintaining regulatory compliance.
- **Large-Scale Program Management:** Organized and managed 14+ district-level events with 10,000+ attendees, overseeing logistics, volunteer coordination, and sponsorship acquisition. Secured 30+ media features and corporate sponsorships while maintaining zero compliance incidents.

EDUCATION

University of Washington – Michael G. Foster School of Business   **Seattle, WA**
M.S. Information Systems   Expected Graduation: June 2025
- Program Management Relevant Courses: Business Data Analysis(SQL), Managing Information Technology Projects(Agile), Data Mining And Analytics(Python)

University of Washington – College of Education   **Seattle, WA**
M.Ed. Education Policy   2022 – 2023
- Capstone: Promoting Equitable Education for University of Washington International Students

National Taiwan University   **Taipei, Taiwan**
B.A. Political Science   2012 – 2016

PROGRAM MANAGEMENT PROJECTS

Public Space Optimization & Revenue Enhancement Initiative
- CHALLENGE: 13 public spaces showed only 30% utilization rate, resulting in $10K+ annual revenue loss.
- APPROACH: Conducted cross-district data analysis, created implementation roadmap with clear stage gates, and developed tracking dashboard to monitor performance metrics.
- IMPACT: Increased space utilization to 75%, generating additional $25K annual revenue through structured optimization process.

Mission-Critical Election Integrity Program
- CHALLENGE: Required flawless coordination of ballot distribution across districts with 25+ staff.
- APPROACH: Established clear communication protocols, created comprehensive verification checklists, and facilitated regular cross-departmental alignment meetings.
- IMPACT: Achieved 100% accuracy in ballot distribution, managed printing and delivery of 200+ ballots, with zero security incidents through cross-departmental collaboration.