**Judy Zhao**

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**Professional Experiences**

**Simmons University, Boston, MA**

***Assistant Director, Career Coaching***   *2022- Present*

* Provide individual and group career coaching to undergraduate, graduate students and

alumnae/i on career planning, job search strategies, professional skills development, and related topics

* Deliver mock interview sessions, and salary negotiation sessions to clients / students
* Recruited and Interview candidates for both full-time and work study positions at the Career Education Center
* Assisted in the onboarding and training of new full time staff and student workers
* Administer assessment, identifying talents, interests and personality characteristics to inform career decisions
* Troubleshooted and assisted clients on how to best utilize the Handshake, LinkedIn and other job search accounts
* Develop, facilitate and teach career courses, workshops, and programs in and outside of the classroom
* Collaborate with faculties and various departments for workshops and career presentations
* Collaborated and assisted the Employer Relation team for the Simmons Career Fairs, and other events
* Acted as interim supervisor to student workers, while approving time card and managing schedules
* Assess and analyze data from Handshake and surveys to enhance content and delivery of Career Services
* Analyze feedbacks from professors and updating and make changes to 2 course curriculums
* Assist with the website and other resource contents development and updates as needed

***Adjunct Faculty, SIM 201***  *Fall 2022*

* Instructed and taught course for SIM 201, on career education while preparing students for job applications
* Graded and tracked student progress on assignments and discussion board using Moodle, StarFish, and Workday
* Attended post meeting with committee and instructional designer to talk about revising lesson plan and content
* Managed classroom and delivered an interactive classroom experience though engaging students to participate

**Boston Asian Youth Essential Services, Inc. Boston MA**

***Youth Worker***  *2021- 2022*

* Coordinated program on Asian Health Initiative to help youth learn the harmful effects of nicotine products
* Managed relationships with funders and worked with the Executive Director in drafting fund reports, work plans and required paperwork, funders included Tufts Medical Center and Department of Conservation and Recreation.
* Outreached and recruited new youth to program through attending career fairs and reaching out to BPS school
* Coordinated Dance classes and Girls Self Defense classes for DCR Summer Night Program serving 10+ students
* Coordinated event on AAPI book giveaway, helped purchased books within budget range for giveaway
* Budgeted and shop for program materials and resources such as new technology; iPad Pro, Cricket Maker, iMac
* Supervised volunteers and youth while approving timesheets and Work Based Learning Plans
* Provided non clinical counseling to a caseload of 30+ students in career, academic, social and emotional support
* Reached out to and worked with youth’s guardians, school counselors, social workers and others

**Action for Boston Community Development, Inc.** **Boston, MA**

***Youth Services Case Manager***  *Winter 2020- Summer 2021*

* Onboarded students and managed their paperworks including assisting them with getting their CORI and SORI forms completed and checking their ID.
* Managed students file and file away their SSN, release forms, W4 and etc.
* Recruited youth and volunteers, provided orientation, screenings, intakes, and assessments
* Provided conflict resolution and acted as a mediator between worksite, students and parents
* Worked with up to 7 organizations/ worksites and assign students to job positions based on career interest
* Supervised, trained and presented workshops to youth for ABCD Summerworks and WorkSmart program
* Developed Individual Service Strategy for youth to use their strengths to overcome barriers to achieve their goals
* Wrote case notes that reflect the students’ progress, issues, and overall program performance
* Tracked and completed payroll timesheets and completed data entry in google spreadsheets and Excel

***Field Operation Intern***  *Winter 2019 - Spring 2019*

* Prepared tax screenings with clients and interviewed them regarding income, health care and tax information, used Excel to calculate Federal Poverty Line percentages and monthly income of clients and input data into the system
* Acted as an interpreter for Chinese clients that only speak Mandarin, Cantonese, and Taisanese

**Lesley University, Cambridge, MA**

***Information Technology HelpDesk Representative***   *2017- 2019*

* Provided tier-one Help Desk support and troubleshooted for graduate, undergraduate students, faculties, and staffs
* Created descriptive tickets for clients seeking technology assistance and helped resolves them
* Used Colleague,Freshdesk and other softwares to assist clients, staff, and students in activating Lesley's accounts, adding exchange accounts and helping with password reset.

***Human Resource Assistant*** *Summer 2018*

* Provided general administrative support to the Human Resources Office; Greeted, screened, and directed visitors
* Posted open positions on various job boards and helped prepare paperwork and files for retirement audits
* Provided assistance on highly detailed, time-sensitive data entry, file management related to the hiring process, and general HR administration, and assisted with user maintenance for the ADP Self-Service Portal

**Let's Get Ready, Inc. Boston, MA**

***Site Director***   *Fall 2018*

* Recruited *College Access Coaches/ SAT tutors* through reaching out to different colleges and organizations
* Supervised College Access Coaches, and ensuring the program runs smoothly
* Managed budget for materials, food, and incentive plans. Data input and managing data on Salesforce

**Skills:**

* ***Language skills:***Conversational in Cantonese, Mandarin, and basic understanding of Taishanese
* ***Computer skills:*** Experience in using Handshake, Moodle, StarFish, and Adobe Photoshop, Canva, Salesforce, Webex, Colleague, Freshdesk, ADP, Client Track, Microsoft Word, Excel, PowerPoint, Outlook, Gmail, Google Sheets, Google Slides, Google Calendar, Google Drive, Google Meet, Zoom

**Education:**

**Lesley University College of Liberal Arts and Sciences, Cambridge, MA**

***Bachelor of Science in Business Management***  2019

*Minor in Illustration*

**Training and Affiliations.**

**National Association of Colleges and Employers** 2022-Present

**Career Counselors' Consortium,** Training for New & Aspiring Career Counselors February, 2023

**Simmons Leadership Conference**  March 2023