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# Ethan Shen

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## Employment History

Professional Service Staff – Waco, TX; San Francisco, CA  
*IHOP, Chipotle, Palomino, Little Gem*

**June 2017 – present**

- Created a welcoming and warm environment for guests while being open to engaging in conversation when appropriate
- Collaborated with teammates to provide service under time constraints while carefully adhering to safety standards

English Language Assistant – Avranches, France  
*Collège la Chaussonnière and Collège Anotole*

**October 2016 – April 2017**

- Crafted presentations while adhering to milestone guidelines for English language learners
- Established lesson plans by working closely with professors and students
- Shifted instruction between French and English depending on situational and students' needs

Personality Measurement and Development Lab Assistant  
*Washington University in St. Louis*

**August 2013 – May 2014**

- Instructed participants on parameters of study and how to utilize recording tools
- Scheduled participant appointments
- Collected data based upon a spectrum of personality traits (OCEAN)
- Analyzed and handled data under confidentiality agreements

## Relevant Experience

Study Abroad – Senegal

**July 2015 – August 2015**

- **Self-directed research:** Interviewed eight French-speaking locals about lifestyle and happiness levels
- Researched Senegalese culture for culminating report
- Partook in daily activities to better understand culture within Muslim West Africa
- Institutional Review Board (IRB) certification

## Education

B.A. in Psychological and Brain Sciences, College Honors  
Washington University in St. Louis, St. Louis, MO  
Minors: French, Writing    GPA: 3.62/4.00

**May 2016**

*Honors:*                Howard Nemerov Writing Scholar  
Dean's List – 4 semesters

## Skills

- Languages: English (native) and French (workplace proficiency)
- Experience working with people from diverse cultural backgrounds
- Personalized customer service experience
- Basic proficiency in JavaScript, CSS, and HTML