Ethan Shen

840 Post St. Apt. 512, San Francisco, CA 94109 ● C: 254-717-7708 ● [ethanshen.wu@gmail.com](mailto:ethanshen.wu@gmail.com)

**Employment History**

Professional Service Staff – Waco, TX; San Francisco, CA **June 2017 – present**  
*IHOP, Chipotle, Palomino, Little Gem*

* 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 **October 2016 – April 2017**  
*Collège la Chaussonière and Collège Anotole*

* 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 **August 2013 – May 2014**  
*Washington University in St. Louis*

* 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 **May 2016**  
Washington University in St. Louis, St. Louis, MO   
Minors: French, Writing GPA: 3.62/4.00

*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