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**Megan Meifeng Akiko Chow**

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**SUMMARY OF QUALIFICATIONS:**

- Strong organizational and communication skills
- Outstanding customer service skills
- Ability to work independently and with others
- Experienced in computers and applications including Microsoft Word, Excel, Power Point, Outlook, Publisher and OneNote

**EDUCATION:**

University of Portland, Portland, OR

BBA, Accounting

Graduated August 2010

Course work: Financial Accounting, Managerial Accounting, Intermediate Accounting I and II, Cost Accounting, Business Finance, Advanced Accounting, Personal Taxation, Business Taxation, Accounting Information Systems, Auditing, Not for Profit and International Accounting, Entrepreneurial Marketing, Advanced Business Law, Management Decisions and Policy

**EXPERIENCE:**

H&R Block, Aloha, OR, December 2010-April 2011

Client Service Professional

- Interact with clients face-to-face or over the phone to ensure an exceptional client experience
- Provide support to Tax Professionals
- Conduct pre-interviews with clients to determine their income tax preparation needs and match them with the Tax Professional whose expertise best fits their needs
- Accurately and efficiently ring on register and accurately maintain all cash and media at the registers

Harvey's Comedy Club, Portland, OR, November 2010-Present

Ticket Sales/Tele-Marketer

- *Account for and analyze total sales after each show; reconcile ticket sales*
- Contact businesses and private individuals by telephone in order to solicit sales for goods and services
- Record names, phone numbers, payment method and purchases in database
- Make reservations and explain show details, prices and answer questions from customers
- Deal with queries from the public and customers
- Answer multiple phone lines, screen and direct calls
- Administrative assistant activities

University of Portland Pamplin School of Business, Portland, OR, July 2010-August 2010

Business Simulation

- Analyzed, developed and implemented a business strategy for an existing business
- Determined the business' position in its industry, its interactions with rivals, and the way it's organized and managed
- Refined ideas and skills from a variety of functional areas including accounting, decision sciences, finance, marketing and management

Oregon Museum of Science and Industry, Portland, OR, June 2010-September 2010

Staff Coordinator – Summer Intern

- Assisted in the hiring process including recruiting and interviewing through discussing with Marcie and other hiring advocates where to find our targeted group and how to get them to apply, sitting in on interviews and asking applicants questions, and discussing with the other hiring advocates who our best applicants were then hiring two of them
- Assisted in training staff to use programs such as Microsoft OneNote, and to continue using and expanding organizational tools that I developed for the division's use
- Developed job descriptions that were then posted on job boards and *assisted in budgeting these jobs as well as departments within the E&VS division*
- Scheduled staff meetings and events, such as Orientation classes for new interns and educational presentations

- Administrative assistant activities

Law Offices of Stanley M Chow, LLC, Honolulu, HI, May 2008-January 2010

Legal Assistant

- Composed correspondence and legal documents
- Summarized pleading reports and recorded in pleadings index
- Filed documents with the court and administrative agencies
- Organized and filed medical records and pleadings
- Answered phones and took messages

Kozo Sushi Hawaii Kai, Honolulu, HI, June 2005-August 2009

Cashier and Sushi Prep

- Provided information and customer service
- Prepared sushi and organized platters
- Answered phones and took orders
- Trained new employees

University of Portland Pamplin School of Business, Portland, OR, January 2007-August 2007

Business Simulation

- Formulated and implemented a business strategy
- Built team working skills along with analytical skills in Finance, Marketing, Production, Human Resources, and Research and Development Entrepreneurial

University of Portland Engineering Program, Portland, OR, August 2006-December 2006

Freshman Design Engineering Project

- Worked as a team to build a machine with limited supplies
- Created a mobile machine that would shoot Nerf balls into a basketball hoop

Habitat For Humanity, Portland, OR

Community Based Volunteering

- Worked in teams to help build houses in the St. John's area of Portland
- Conducted carpentry work on low-income houses

References will be provided upon request.