

Andrea Wing Yen So

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Education

Bachelor of Arts in Speech Science

2011-2016

University of British Columbia - Vancouver, B.C.

- Coursework included: Child Language Acquisition, Phonetics, Acoustic Phonetics, Instrumental Phonetics, Phonology, Syntax and Speech Perception
 - Honed reading, writing and analytical skills through assignments and projects
 - Obtained intermediate PowerPoint proficiency through coursework presentations

Work History

TuGo Travel Insurance - Richmond, B.C.

September 2016 - present

Product Development Assistant

- Assist with the development, revision and implementation of collateral such as policy wordings, endorsements, medical health questionnaires, rate cards and key features and benefits using Microsoft Word, Excel, Adobe Acrobat Professional and DocuProof
- Conduct competitor analyses to identify strengths and weaknesses for Business and Insurance Services, Claims, Finance and Sales departments to help improve company products
- Document product update ideas from various departments and customers for future consideration
- Draft letters sent to insureds that detail their travel coverage and limitations
- Write standard operating procedures which facilitate in producing a productive department workflow

Schema Magazine - Vancouver, B.C.

May 2015 - August 2015

Administrative and Editorial Assistant

- Assigned topics and deadlines to seven summer interns on a biweekly basis
- Drafted emails that were sent to interns documenting their writing progress
- Tracked intern pending posts by contacting their mentors for additional instructions
- Used WordPress in order to keep the Schema Magazine web page organized and updated

Basics for Health - Vancouver, B.C.

March 2013 - December 2013

Support Worker

- Assisted lower income individuals of Vancouver with obtaining government resources pertaining to financial security, housing security, childhood development, education, mental health and other health needs
- Communicated with clients, medical staff and peers to come up with solutions for client situations
- Documented activity logs and client files into computer database in a timely manner
- Wrote client case notes and interaction notes to be submitted into medical records