

**Betty Lu**  
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### **Summary of Qualifications**

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- Highly organized
- Great attention to details
- Ability to multitask
- Attentive listener and ability to work with others
- Hardworking and responsible
- Enthusiastic and eager to learn
- Fast learner

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### **Education**

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- University of Washington, Seattle, WA Graduated June 2017  
Bachelor of Arts in Psychology  
Dean's List – 2 quarters  
Relevant coursework:
  - Industrial/Organizational Psychology
    - Introduced the application of psychology in workplace
    - Learned how environment and people can affect each other in workplace
  - Understanding Statistics in Psychology
    - Learned basic knowledge of statistical methods
    - Gained exposure to computer software used in data analysis

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### **Work and Volunteering Experiences**

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- Pactera Technologies Inc., Redmond, WA September 2020 to Present  
Worked as project coordinator
  - Managed online and off-line AI/ML data collection projects with clients such as Microsoft and Amazon:
    - Marketing: helped build strategic plans to promote projects
    - Production: followed through the instructions provided by clients when completing onsite data collections

- Delivery: data ETL on daily basis
      - Maintained trackers of data collection
      - Organized data collected and delivered to clients
    - Resourcing: internal and external resource management
      - Onboarded resources to new projects
      - Scheduled participants for onsite collection project
      - Resolved issues and concerns with resources
    - Operation: maintained smooth regulation of project
      - Communicated between departments to prepared for project launch
      - Resolved any issues that arise during operation
  - Assisted in other digital global service related projects
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- Yifang Fruit Tea, Lynnwood, WA August 2019 to August 2020  
 Worked as a shift leader
    - Managed daily operations of the store
    - Demonstrated ability of multitask and planning
    - Accumulated leadership abilities
  
  - Boiling Point Group, Inc., Seattle, WA November 2014 to March 2018  
 Worked as a server
    - Learned the role of a customer service provider
    - Enhanced the ability to multitask and prioritize
  
  - Chinese Information and Service Center, Seattle, WA January 2017 to March 2017  
 Volunteered as an Afterschool Program tutor
    - Provided tutor service to the elementary students who are new immigrants, trying to develop communication skills
    - Promoted language development skills through reading and storytelling.

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### Additional Skills

- Proficient in both Mandarin and Cantonese dialects
- Experiences in Office 365 and some calendaring platforms