elena tang

GET IN TOUCH

Portfolio: efangy.github.io/portfolio
Mobile: 734-358-4840
Email: efangy@umich.edu
Address: 721. S Forest Ave, Ann Arbor MI 48104

EDUCATION

University of Michigan - Ann Arbor
School of Information
Bachelor of Science in Information (UI/UX)
Expected Graduation: 2021
GPA: 3.74/4.0

RELEVANT COURSEWORK

Design Thinking
Data Oriented Programming
Web Design, Development, and Accessibility
Graphic Design
Introduction to Statistics & Data Analysis
Introduction to Cognitive Science

WORK EXPERIENCE

Virtual Collaboration Research Inc.
Digital Marketing Intern, June 2019-September 2019
• Conducted research to gather data from various companies to devise best social media marketing strategies for artificial-intelligence based applications
• Wrote and provided feedback on training manuals to make information more easily accessible to application users

Starbucks Coffee Company
Barista, May 2017 - Present
• Maintained quick customer service speed and successfully coordinated with team members in high stress situations, completing up to 110 transactions in a 30 minute tracking period
• Effectively communicated with customers to help deliver orders tailored to specific customer requests
• Developed interpersonal skills and was able to calmly deal with customer conflicts and concerns in high-traffic situations

LEADERSHIP EXPERIENCE

Taiwanese American Student Association
Executive Board - Publicity, Internal Programming, September 2018-Present
• Increased engagements at several events by creating visual updates to advertise on social media platforms
• Designed weekly emails to keep members consistently updated on upcoming opportunities
• Effectively collaborated with a partner to plan and lead all logistical details of organization events

Taiwanese American Foundation
Marketing Intern, Volunteer Counselor, July 2018-August 2019
• Organized and led constructive workshops that fostered deeper connections and growth with group of over 90 middle-school kids
• Actively contributed to creating events that helped illustrate the program's mission of developing servant leaders in the Taiwanese-American community
• Handled the program's social media and kept parents actively engaged on program developments with visual updates

SKILLS

Proficient in Microsoft Office, Adobe Photoshop, Sketch, HTML/CSS, Python