# EMILY LAU

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## CAREER PROFILE

- Bachelor of Engineering (Electrical)/ Master of Biomedical Engineering student at the University of New South Wales
- Effective communications and teamwork applied across 5 years in community activities, customer service and teaching roles
- Capacity to build and foster supportive relationships developed as an Enviro Club Executive at St George Girls High School

## EDUCATION

**Bachelor of Engineering (Electrical)/ Master of Biomedical Engineering**
**University of New South Wales**      **February 2019 - Present**

**Higher School Certificate**
**St George Girls High School**      **February 2012 - December 2017**

- NSW Premier's Volunteer Recognition Award: 2016
- Outstanding Student Contribution: 2015 and 2016
- Mother Committee Award for Community Service: 2017

## EMPLOYMENT

**Student Development Representative: UNSW**      **February 2020 – May 2020**

- Called alumni to update information, maintain positive relations, personable conversations and interactions with alumni
- Negotiated and raised over $15,000 for the President and Vice Chancellor's Equity Scholarship and UNSW COVID-19 Student Emergency Response Fund
- Informed alumni about upcoming events/ projects and handled personal enquires or requests

**Sales Assistant: Sunglass Hut**      **November 2019 - January 2020**

- Engaged with customers; established good rapport through understanding needs and concerns
- Demonstrated courteous and knowledgeable customer service in every area of store
- Organised placement of merchandise, keep up store appearance and conducted store operating procedures
- Administered point-of-sale platform and managed inventory on shop floor in Australia's flagship store

**Student Ambassador: UNSW**      **September 2019 - October 2019**

- Engaged with students and answered concerns and queries
- Adhered to written and verbal directions as given from staff and supervisors
- Conducted set-up and clean-up before and after events to guarantee event operations are smooth

**Data Entry Officer: NSW State Election – Adecco Sydney**      **March 2019 - May 2019**

- Compiled and verified voters' personal information to verify all data are valid and legitimate
- Analysed and compared data with source documents to confirm data are accurate and up to date
- Monitored and ensured confidentiality of all records
- Liaised with supervisor when data entry errors were present, located and corrected data

**Centre Assistant: Kumon Riverwood (Tutoring Centre)**      **April 2015 – August 2020**

- Articulated challenging concepts to simpler dialogue to enhance understanding
- Maintained and updated records of student's assessment results and progress
- Facilitated staff onboarding through training on centre operations and reinforce consistency in service
- Relationship management with current student and parents through weekly Zoom consultations

## VOLUNTEER EXPERIENCE

**Secretary: Robogals UNSW**                                   **August 2020 – Present**

- Maintain society scheduling and event calendars
- Collect and coordinate the flow of internal and external information
- Arrange meetings as needed
- Assist President and other executive members as needed

**Treasurer: Robogals UNSW**                                   **August 2019 - Present**

- Forecasted operational costs of society through analysing trends in operational costs of prior years
- Administered a budget of $9,000; update and maintain all financial records
- Liaise with executive members about society's financial position and other financial matters through weekly meetings
- Advise on society's fundraising strategies and consolidate efficient and proper use of funds
- Manage bank accounts and establish efficient systems for book-keeping, payments, lodgement and petty cash
- Propose and implement ideas for major expenditure
- Provide detailed and transparent bookkeeping of all transaction in file (Excel and Google Sheets)

**Arc Delegate: Arc (UNSW Student's Organisation)**            **June 2019 - Present**

- Communicate with society's activities and status to Arc
- Ensure society is aware of the Arc funding system, it's requirements and potential possibilities
- Represent society in Arc Club Briefings and instil a good working knowledge of all Arc forms
- Update and ensure that society is aware of all Arc's policies and opportunities available

**Peer Mentor: UNSW Engineering Society**                      **February 2020 – May 2020**

- Assisted high school students with transition into UNSW by providing students information regarding resources available
- Developed and organised weekly mentoring sessions and personal check-ins for first year students
- Initiated an environment that supports constructive feedback and performance
- Established and maintained strong professional relationships with mentees and co-mentor

## PROFESSIONAL SKILLS

- Fluent in Cantonese – Native Speaker
- Proficient with MATLAB, C, C++
- Highly proficient with both Google Suite and Microsoft Suite

## PROFESSIONAL MEMBERSHIPS

**Engineers Australia (Student Member)**                       **December 2019 - Present**

- Remain up to date with industry developments through monthly newsletters and attend professional development seminars

## CERTIFICATIONS

- NSW Police Clearance Check
- NSW Working with Children Check

## REFEREES

Referees available upon request