

# FAN ZHANG, PMP

A bilingual, visionary intrapreneur, strategic planner with deep rooted public and private sector experience. Results-oriented, creative program manager with excellent teamwork and problem-solving skills. Experienced in helping global organizations develop inclusive workplace cultures, which enable employees to achieve their passion and full potential.

## PROFESSIONAL EXPERIENCE

### United Nations Headquarters, New York

*Program Manager, Department of Operational Support*

Sep 2018 – Aug 2021

- Led a global team using design thinking to identify staff engagement issues and construct a two-year turnaround plan to create a more inclusive workplace culture
- Created a cross-training network and program to develop staff capabilities by increasing awareness, encouraging cross-functional teamwork, and integrating performance management
- Spearheaded senior management commitment to drive a change from disparate employee learning and engagement to a new shared ownership model among multi-national stakeholders
- Participated in the change management reform of gender parity by identifying change agents and implementing programs to increase organizational awareness and commitment

*Team Assistant, Department of Peace Operations*

Aug 2017 – Aug 2018

- Coordinated multiple in person and virtual learning events for staff based in international locations
- Managed cross-national projects to support essential peacekeeping operations including planning, budgeting, recruitment, and logistics

*Global Communications Assistant, Department of Global Communications*

Sep 2015 – Aug 2017

- Provided workshops and led public speeches to advocate for the work of the United Nations
- Recognized for outstanding customer management in giving diplomatic, corporate leadership and entertainment tours in the United Nations Headquarters by senior leadership

## VOLUNTEER EXPERIENCE

### Tzu Chi Foundation USA, New York

*Program Manager*

2019 - Present

- Initiated, designed, and led national initiatives to engage and empower youth leadership development, innovation, sustainability, and entrepreneurship
- Advised the Executive Director in New York on development of a five-year strategic plan
- Coordinated fundraising efforts for food banks during the COVID-19 pandemic


### Brown University


*Mindfulness-based Stress reduction teacher trainee*

2021 - Present

- Delivered mindfulness workshops and created virtual well-being public programs

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## EDUCATION

### 2021 - 2022

*Master's in Business Administration, Business Analytics & United Nations Scholar*

Lehigh University

### 2013 - 2015

*Master's in Arts, Developmental Psychology*

Teachers College, Columbia University

### 2007 - 2011

*Bachelor of Science, Life Sciences, Honors*

National University of Singapore

## SKILLS

- Positive Psychology
- Organizational Development
- Public Speaking
- Project Management
- Customer Relationship
- Change Management
- Business Analytics (Excel, Python, R, MySQL, PowerPoint)