

# **Gansuvd (Pearl) Oyunbaatar**

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W Barry Ave, Apt#, Chicago, IL 60657

## **EDUCATION**

**Northwestern University School of Professional Studies**  
*Full-Stack Development*

**Chicago, IL**  
*Aug 2018 - Present*

**University of Minnesota, College of Education and Human Development**  
*M.Ed in Human Resource Development GPA: 3.71/4.00*  
**Certificate of Adult Education**

**Twin Cities, MN**  
*Sep 2011-May 2014*  
*May 2014*

**National University of Mongolia**  
*B.S. in Social Work GPA: 3.7/4.00*

**Mongolia**  
*Sep 2004-June 2008*

## **PROFESSIONAL EXPERIENCE**

**Pandora Sandra Holdings, Chicago, IL**  
*Design Specialist*

*Feb 2017- July 2018*

- Provide high quality customer service via effective listening and communication to needs of customers
- Meet and exceed sales objectives in accordance with Pandora sales policies and objectives by analyzing the complex and technical product specifications
- Generate sales revenue by steering customers search towards purchasing
- Increase customers awareness of promotions

**Cathay Pacific Airways, Chicago, IL**  
*Customer Service Agent*

*Apr 2015-Jul 2015*

- In the absence of Manager or Lead Customer Service Agents make, carried out and document decisions necessary to ensure the efficient operation of the work unit and protect Company interests
- Guided passenger through Immigration process and assist with language service if required
- Checked in Passengers issue boarding pass, seat selection and verify immigration documentation
- Compute fares, issue tickets and provide passenger with relevant information, including Customs and Immigration requirements

**Women's Center at University of Minnesota, Twin Cities, MN**  
*Graduate Intern*

*Jan 2014-May 2014*

- Designed customized young women leadership program
- Assisted with workshops and planned leadership program
- Delivered workshop for Women's Center staff and LGBT Center staff

**Trio Upward Bound at University of Minnesota, Twin Cities, MN**  
*Office Manager Assistant*

*Jan 2012-May 2012*

- Assisted in departmental/office projects as needed or assigned
- Updated manual procedures
- Scheduled and prepared of meetings

**Mobicom Corporation, Ulaanbaatar, Mongolia**  
*Corporate Relations Officer*

*Jun 2006-Dec 2009*

- Responsible for providing day-to-day management and supervision
  - Communications and developing relationships with corporate clients
  - Management of corporate clients' wireless account
  - Led project to review and enhance staff training plans that were utilized by junior employees
- Committee member in the Company's social events, contests, brand marketing and special projects.*

## **PUBLICATION**

**Helping Mongolian Girls Find the Key to Their Careers "Use your Own Key"**  
( Women in Higher Education, Wiley Publication)

*May 2014*

## **ACTIVITIES/HONORS**

**Make A Wish Foundation of Illinois, Chicago, IL**  
**Volunteer Wish Granter**

*Nov 2014-Present*

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- Visited the Wish Child and help them determine their one true wish
- Completed wish paperwork and obtain necessary documentation
- Served as the liaison between the family and the foundation

### **Ebenezer Elderly Housing Service, Twin Cities, MN**

*Jan 2012-May 2012*

#### ***Volunteer***

- Assisted elderly residents daily tasks and accompanied them on activities

### **University of Minnesota, Twin Cities, MN**

*Sep 2013–Present*

- Member at Council of International Graduate Students

### **University of Minnesota, Twin Cities, MN**

*Sep 2012–Present*

- Officer at Mongolian Student Association

### **University of Minnesota, Twin Cities, MN**

- Social Justice Leadership Retreat

*Jan 2012*

## **SKILLS:**

- 
- Computer Software: HTML, CSS, JavaScript, JQuery, Node.js, Bootstrap, Ajax Frameworks, Firebase, MS Office Suite (Excel, Word, PowerPoint, Outlook), SPSS and Prezi
- Language: Fluent in English and Mongolian (speaking, reading and writing)