

GRACE CHANG

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EDUCATION	UNIVERSITY OF MICHIGAN School of Information Bachelor of Science, December 2021 • Pursuing the Information Analytics/User Experience Design Track Stephen M. Ross School of Business Bachelor of Business Administration, December 2021	Ann Arbor, MI
EXPERIENCE 2018-Present	AIESEC MICHIGAN Global Volunteer Department • Created partnerships with local non-profit organizations to open opportunities for global volunteers to develop leadership skills in Michigan and Ohio area • Managed global volunteers throughout interviews, VISA approvals, job tasks, and adjustment to a brand new culture here in the United States • Designed weekly marketing material for our International Relations Partners in Mexico, South Korea, Hong Kong, and more to recruit new volunteers for our opportunities	Ann Arbor, MI
2019	UPSTREET Business Development and Customer Service Intern • Improved automated messaging system by focusing on the perspective of the consumer and the platform through which information was being delivered • Enhanced company website through analysis of customer feedback and frequent inquiries to better serve to consumer needs • Implemented translations to individual property websites and automated messages by creating triggers and different test runs	Athens, Greece
2018	PRESTIGE INSTITUTE ACT Math and Science Teacher • Created lessons in standardized test preparation to local high school students and contributed to 70% rise in student scores in the span of two months • Developed plans for current students' future successes in achieving their goal scores through working closely with the students and following their thought processes when solving problems	Palisades Park, NJ
2018	POWERHOUSE ENTERTAINMENT Stage Translator • Facilitated conversation between local and international staff in live entertainment production to efficiently conduct stage setup and artist scheduling • Expedited professional content production through translating live displays to overcome language barrier between performers and the audience	Newark, NJ
2015-2018	MILAL MISSION Volunteer • Participated in weekly music and art therapy for clients with disability and special needs with positive attitude to create trusting and playful environment for the clients and their guardians • Cooperated with Group Home Care and Rehab Programs for clients with learning and physical disabilities • Organized a 3 day summer camp for all Milal chapters in the East Coast to come together and lend helping hands to attain the goals of equality for all members of the special community	Teaneck, NJ
2016-2017	DO SOMETHING Business Development Intern • Researched potential joint ventures by scanning online databases and consolidating information about companies of all sizes, resulting in a partnership with ESPN • Conducted analyses and evolved DoSomething's campaigns to better outreach to young adults and assisted in the management of current relations • Brainstormed new youth marketing and youth outreach ideas by leveraging the web, television, mobile, and pop culture	New York, NY
ADDITIONAL	• Intermediate in Python 3 • Bilingual - English and Korean	