Cheng-Tso Hsieh

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EDUCATION

University of California, Davis   Expected Graduation: Spring 2021
B.S. in Managerial Economics

UC Berkeley Extension   September 2020 – March 2021
Finance Technology

PROFESSIONAL EXPERIENCES

UC Davis Shared Services Organization   Davis, CA
Data Analyst Assistant   January 2020 – October 2021
- Developed ability to crosscheck the integrity of data and remove duplicates and nulls in the database.
- Learned the usage of ServiceNow to provide technical and information management support.
- Conducted biweekly and monthly data integrity checks and daily donor receipt uploads.
- Serviced and solved 20 tickets and inquiries on an hourly basis with clients' satisfaction.
- Proficiently developed analytic spreadsheets and excels to present as requested.
- Maintained and updated the school's alumni database by independently research.

Gil Cisneros Congressional Campaign   Remote Work
Finance Team Fellowship   February 2020 – September 2020
- Better developed time management skills more and used to prioritize tasks for both myself, campaign, and team leaders.
- Gained valuable skills in projecting and budget-balancing, public outreach, and teamwork.
- Conducted prospect research and analysis utilizing Calltime.ai for campaign fundraising.
- Involved and actively engaged in weekly Zoom group meetings and check-ins.
- Developed sales acumen through lessons in candidate management.

Tea Annie   Mountain View, CA
Barista and Cashier/Owner's assistant//Customer Representative   February 2018 – December 2020
- Trained 4 new employees on all aspects of store operations, demonstrating correct techniques when handling food and beverage and proper etiquette when interacting with customers.
- Delivered excellent customer service to customers and maintained a calm presence in a fast paced and challenging environment.
- Answered over 20 customers phone calls on an hourly basis and handled online orders in a timely manner.
- Ability to explain the details of every product (42 in total) to customers
- Managed to sort nearly 250 boxes of inventories in the warehouse.
- Trusted by the owner to manage the entire store.

SKILLS & INTERESTS

- **Languages**: Chinese (Mandarin) & English (Bilingual Proficiency).
- **Proficient in Python (Data Analysis and Visualization, Forecasting, Risk Analysis, and Application Programming Interface, Time Series Analysis), Microsoft Suite, Business Writing.**
- **Strong Interpersonal and Verbal Communication. Self-Motivated, Highly Organized and Detail Oriented. Punctual, Patient, and Pleasing Personality.**