

Qi (Penny) Jiang

Dallas, TX • (469) 569-9592 • qxj130030@utdallas.edu

SUMMARY STATEMENT

Dedicated education professional with a superb track record of academic program management in higher education institutions. Exceptional communicator with advanced problem solving skills. Able to function well independently and as a team player.

PROFESSIONAL EXPERIENCE

MS Finance Program Specialist II **MS Finance Program Specialist**

November 2021 – Present
November 2017- October 2021

The University of Texas at Dallas (UTD), Jindal School of Management (JSOM)

- Working with program leadership on the full cycle of students' matriculation from recruitment and admission to alumni; key responsibilities include program branding and student recruiting, program evaluation and assessment data collection, finance newsletter creation, students advising, and internship guidance and approval.
- Serving as a key contact person for the MSF program and liaising closely with different departments within UTD and external organizations to facilitate the effective program operations. Students' program satisfaction rate has increased 30% since I joined the program
- Responsible for the program events planning, development & facilitation to enhance students learning experience, job placement, and alumni engagement. The program professional development and career related activities increased 50% since I joined the program.
- Established and being the staff advisor for Graduate Finance Management Council, a graduate finance student organization which has been twice nominated as the finalist for the outstanding graduate student organization for OWLIE awards.

Administrative Assistant II

April 2017 – November 2017

The University of Texas at Dallas, Office of Research

- Acted as the primary contact of the UTD office based on UT Southwestern Medical Center (UTSW) campus to handle all the queries from internal/external constituents and assist with their needs
- Collaborated with the UTSW counterparts to perform administrative duties while taking main responsibility for UTD faculty/staff members' UTSW credential application process
- Created the office administrative work flow and checklist to streamline the administrative operations and logistics For the UTSW based UTD office.
- Provided exceptional administrative support for UTD faculty members and researchers to ensure the sound operations in their labs and offices at UTSW. All my performances were evaluated as "exceeding expectations in all aspects of this position" by my supervisor, Dr. Colleen Le Prell

Finance Program Manager

Nanyang Technological University, Nanyang Business School, **Singapore**

May 2008-December 2010

- Oversaw the program logistics and coordination with the main responsibility for student, recruiting and advising, academic/faculty support, and workshop and event management
- Tracked and assessed 200+ students' academic progress to provide effective academic counseling, identify and mentor at-risk students, solve students' problems, and maintain accurate student records.
- Assisted in creating and updating internal SOPs to streamline the program's administrative operations
- Trained and supervised 3-member program team to ensure continuous delivery of outstanding student services
- Provided support for AACSB accreditation efforts by documenting student achievement, course assessment, and continuous program improvement.

Senior Academic Program Executive

Kaplan Inc. (USA), **Singapore**

March 2006 -April 2008

- Held direct accountability for planning, developing, and facilitating three undergraduate offshore programs' logistics and coordination including student affair, teaching staff management, and program event management.

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- Received and maintained 2-year of “Excellent” rating for student services evaluation

OTHER RELEVANT EXPERIENCE

Administration Intern

The University of Texas at Dallas, Office of Administration

June 2014 - August 2014

- Led the data collection and analysis for the public leadership development program with the research topics in “Comparison and Analysis of Top MPA Programs in the Nation”, “Key Competency and Skill Assessment of Contemporary Public Administrators”, and “the Challenges and Issues for Future Public Administration”
- Wrote highly-graded research papers based on my intensive research on several key issues in public administrations area.

Teaching Assistant

The University of Texas at Dallas, School of Economic, Political and Policy Sciences,

January 2014 - June 2014

- Assisted in creating course materials including course syllabus, quizzes, and supplementary notes for first-year undergraduate sociology course
- Researched and compiled course related media materials for the professor to promote classroom teaching dynamics
- Contributed to faculty-led journal publication by providing data collection and analysis

EDUCATION

PhD in Public Affair

University of Texas at Dallas, TX, USA

August 2020 - Present

GPA: 3.98

Master of Public Affairs (MPA)

University of Texas at Dallas, TX, USA

December 2015

GPA: 4.0

Master of Business Administration (MBA)

Troy University, Troy, AL, USA

December 2002

MEMBERSHIP AND HONORS

The University of Texas at Dallas

- JSOM Outstanding Staff Members final nominee 2019 & 2020
- Golden Key International Honor Society Member (by invitation) 2013-Present
- Pi Alpha Alpha Honor Society Member (by invitation) 2013-Present
- American Society for Public Administration (ASPA) member 2013-Present

TECHNICAL AND LANGUAGE SKILLS

- Technical Skills: Microsoft Office Suite, PeopleSoft System, Salesforce Software, STATA, R Language
- Written and Spoken Languages: Proficiency in English, Chinese (Mandarin)