

Joyce Lam

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EDUCATION

Carnegie Mellon University

Bachelor of Science in Information Systems

Pittsburgh, PA

Expected June 2026

Cumulative QPA: 3.78/4.00

SKILLS

Skills: Python, R Programming Language, ArcGIS, SQL (Postgres)

Language: English (fluent), Cantonese (proficient), Mandarin (conversational)

EXPERIENCE

Personalized Learning Squared: PLUS

Pittsburgh, PA

Tutor

May 2023 - Present

- Managed with a team of other tutors an online classroom of 30 students
- Monitored students progress, leveraging online platforms and virtual tools

Carnegie Mellon University

Pittsburgh, PA

Student Library Assistant

January 2023 - Present

- Assisted patrons and answered inquiries pertaining to print and online material
- Maintained a safe, organized, and quiet environment for patrons in the library

Carnegie Mellon University

Pittsburgh, PA

Pre-College Resident Advisor

June 2023 - August 2023

- Organized events for 20 student residents, encouraging the development of relationships
- Served as a mentor while enforcing rules and university policies
- Worked with a team of 15 other RAs to foster a welcoming community

Adidas

Flushing, NY

Sales Associate

August 2021 - August 2022

- Created an emotional connection with customers by being passionate and enthusiastic, especially with non-native customers who had difficulty communicating in English
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products
- Increased sales by offering advice on purchases and promoting additional products

Queens Community House

Forest Hills, NY

Online Visual Merchandiser

July 2021 - August 2021

- Collaborated with a small team to design a website that provided professional attire to the less fortunate for job interviews
- Created styled images showcasing clothing for an online website
- Designed website layouts and presented website update suggestions using Wix
- Communicated with 20 + managers and fellow employees to meet deadlines and achieve optimum outcomes

COMMUNITY INVOLVEMENT

Volunteer, Linda Lee's City Council Campaign

January 2021 - June 2021

- Canvassed voters door-to-door, utilizing interpersonal skills to convey vital information about the election
- Made 150+ calls per week to voters, informing them about the campaign
- Planned several events to organize volunteers

Volunteer, Bowne Street Community Church

November 2020 - March 2022

- Observed and monitored children's play activities while maintaining a safe environment
- Supported children's emotional and social development, leading group conversations and offering encouragement
- Modeled appropriate social behaviors and encouraged concern for others to cultivate development of interpersonal relationships and communication

Teacher's Assistant, Kuei Luck Summer Camp

June 2019 - August 2019

- Organized and led activities for 20 first-graders designed to promote physical, mental, and social development
- Graded classwork and homework for students engaging in summer school
- Supported teachers by preparing materials, assisting students, and keeping control of the classroom

EXTRACURRICULARS

Club Member, Students Using Data for Social Good (CMU)

September 2023 - Present

- Learned ArcGIS in order to map bike paths of Pittsburgh for the local non-profit organization, BikePGH

FON Leader, Townsend Harris High School

November 2021 - March 2022

- Taught a group of 20 students Chinese Fan dancing, culminating in a final performance that included dances from different cultures
- Organized meetings and planned logistics, including costumes, student fees, and practice locations

COURSE PROJECTS

Database Design and Development

Pittsburgh, PA

Carnegie Mellon University

Fall 2023

- Developed a database to match a real company's needs and values
- Created user stories and ERD models while performing company research and analysis

DC Grand Challenge Seminar: Democracy and Data

Pittsburgh, PA

Carnegie Mellon University

Fall 2023

- Created a website with Wix outlining an algorithm to create fair voting districts in a team with 2 other students