

Allana Tran

Student at the
University of Michigan

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Education

University of Michigan

Ann Arbor, MI

- Studying art and design at Stamps School of Art & Design
- Interested in dual majoring with the School of Information

East Lansing High School

East Lansing, MI

- Excellence in Science
- Class of 2019
- GPA: 3.93

Experience

Ground Connections Consultant II

University of Michigan - Duderstadt Center (DMC) | Ann Arbor, MI

Jan 2020 - Present

- Assisted patrons by answering questions regarding available services, such as the media conversion rack, and programs. Additionally supported patrons with technical issues.
- Aided in running a 3D printing service which included working with a job log to process print requests, 3D model fixing with Materialise Magics, email communication with clients, and machine maintenance. Additionally kept accurate records and clearly communicated with coworkers to properly hand-off jobs.
- Conducted short ethnographical observations and data collection to better understand how students utilize our space and resources, afterwards inferring patterns and needs to improve our spaces to suit their needs.
- Collaborated with others to help design, create, and present a branding guide for our group to use. Subsequently used the guide to create digital assets to use in producing content for our website, posters, and various signage.

Cashier and Waitress

Empire Szechuan/Apple Jade | Lansing/East Lansing, MI

Summer 2018

- Communicated in Mandarin and English with other staff members and customers to provide a smooth communication flow and ensure customer satisfaction. Worked together with coworkers to set up the buffet and assist with food prep.
- Worked with POS systems and food delivery services, as well as ran bank errands and collected faxes.

Cashier

A Market 家家乐超市 | East Lansing, MI

Aug 2013 - 2019

- Helped customers in English and Mandarin to check out and answer questions as well as assisted in handling stock arrivals and stocking shelves.

Skills

- Customer service and interpersonal skills
- Problem solving and prototyping
- Organization and attention to detail
- Proficient in Adobe Creative Cloud, Microsoft Office Suite, and Google Workspace
- Basic programming knowledge in Python and HTML/CSS
- 3D printing and laser cutting/engraving

Languages

English

Native

Mandarin Chinese

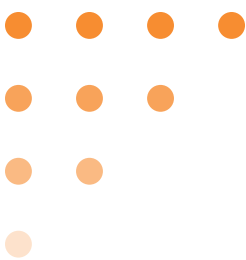
Fluent

Cantonese

Conversational

Japanese

Beginner



Activities

- UM English Language Institute Conversation Circle Facilitator
- Stamps Admission Student Ambassador
- Chinese and English (TOEFL) Tutor
- City of East Lansing Volunteer
- MSU Chinese Summer Camp Teaching Assistant

Interests

- Interaction and accessibility design
- Language and psychology
- New technology, media, and apps
- 3D modeling and video games