

STANLEY Z. HOU

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EDUCATION

University of California, Berkeley, Haas School of Business	May 2017
Master of Business Administration	
<ul style="list-style-type: none">• Co-President, Sports Business Club• Entrants Experience Manager, Global Social Venture Competition• VP Community (Reading Partners), Challenge 4 Charity	
University of Michigan, Ross School of Business, Ann Arbor, MI	May 2009
Bachelor of Business Administration	
<ul style="list-style-type: none">• Cumulative GPA: 3.85/4.00• Class of 1963 Paul W. McCracken Scholarship Award• Seven-time University Honors; two-time James B. Angell Scholar for four consecutive terms of all A's	

EXPERIENCE

PricewaterhouseCoopers, New York, NY	2009-2015
Senior Associate, Advisory (2012-2015), Associate, Advisory (2009-2012)	
<i>Anti-Money Laundering (AML) Process Enhancement for a Multinational Financial Services Corporation</i>	
<ul style="list-style-type: none">• Managed the development and delivery of new training curriculum to newly hired employees to enable them to execute newly planned AML assessment efforts in accordance with increasingly rigorous regulatory standards• Devised and implemented a new methodology for planning and executing assessments of firm-wide AML programs, culminating in a 300% increase in the scope of the company's annually planned assessment efforts	
<i>Program Stand-up and Project Management for Consumer Financial Protection Bureau (CFPB)</i>	
<ul style="list-style-type: none">• Led a 12-person multidisciplinary team to operationally and technologically enable the CFPB to receive, process, and respond to over 4,000 monthly consumer complaints related to the debt collection industry• Headed a 5-person cross-functional team to develop and launch the Consumer Complaint Database, a public online database of individual consumer complaints received by the agency, a first-time technical achievement by any federal financial regulator and winner of a Walter Gellhorn Innovation Award Honorable Mention• Collaborated with the CFPB's CIO to implement agile project management practices during the organization's startup phase, enabling the IT team to avoid impending delays and successfully launch three critical enterprise systems	
<i>Contact Center Consolidation and Cost Savings Strategy for New York State</i>	
<ul style="list-style-type: none">• Collaborated with agency representatives to identify and plan initiatives to increase the availability of online self-help offerings and revise agency marketing materials to drive consumer traffic toward online channels• Constructed a cost savings model that used staffing- and IT-related cost data collected from over 30 state agencies to project the total savings potential of consolidating the state's vast number of contact centers	
<i>Customer Service Strategy for a Major National Cable & Internet Service Provider</i>	
<ul style="list-style-type: none">• Identified and evaluated the customer service-related best practices of the client's major competitors, and devised recommendations aimed at transforming the client's customer service and earning a top-three industry ranking• Documented current state customer service processes by interviewing key global stakeholders, and subsequently designed future state customer service processes based on proposed recommendations	
Riverkids Foundation, Phnom Penh, Cambodia	2013-2014
<i>Education-oriented non-profit focused on fighting child and sex trafficking in Cambodia</i>	
Consultant (Full-time Volunteer)	
<ul style="list-style-type: none">• Created the organization's first-ever comprehensive strategic plan by collaborating and leading discussions with the leadership team and staff to define the organization's vision, mission, and goals; evaluate organizational strengths and weaknesses; and establish and prioritize future initiatives• Designed and facilitated professional skill-building workshops for management staff, sharing common Western techniques as well as incorporating input from participants on strategies specific to Cambodian culture• Redesigned and carried out the annual staff satisfaction survey, compiling feedback and responses from across the organization and presenting the key findings and conclusions to the Board of Directors	

ADDITIONAL

- Conversational in Chinese (Mandarin and Cantonese)
- Weekly volunteer with Reading Partners
- Enjoy backpacking, basketball, health and fitness, and pop culture