Nicholas Wong

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**University of California, San Diego** 9500 Gilman Drive, La Jolla, CA, 92093

*Ethnic Studies, Bachelor of Arts with Honors* c/o 2015 Major GPA: 3.85

**American River College** 4700 College Oak Dr, Sacramento, CA 95841

*Social Sciences, Associate of Arts* c/o 2013

*Physical Sciences and Mathematics, Associate of Sciences* c/o 2013

Work Experience

**UAT Analyst** (09/2020-Present)

*Labcorp Peri-Approval and Commercialization Inc. - 16409 West Bernardo Dr, Suite 200, San Diego, CA 92127*

* Serves as UAT Test lead or provides and instruction to business test lead on various PPS application releases
* Gather and maintain accurate project Scope and Requirements information to ensure that team is up-to-date
* Works closely with manager to draft scripts, ensuring no gaps or redundancies on assigned projects/releases
* Takes ownership and accountability for UAT Test plans for multiple applications as they are assigned
* Provides high level UAT effort estimates required UAT project milestones and timelines to Project Manager
* Reviews requirement and client configuration documentation to ensure requirement and use case testability

**Program Specialist** (06/2017-08/2020)

*Labcorp Peri-Approval and Commercialization Inc. - 16409 West Bernardo Dr, Suite 200, San Diego, CA 92127*

* Answered, screened and processed over 200 calls daily using a call management system and web-based communications.
* Improved call management database efficiency by changing and updating contact information.
* Performed quality assurance and reported incidents/errors to Supervisor.
* Trained new employees to incorporate an efficient screening process.

**Target Protection Specialist** (11/2016-05/2017)

*Target, Mira Mesa - 8251 Mira Mesa Blvd, San Diego, CA, 92126*

* Appropriately applies merchandise protection to effectively prevent theft of high-value merchandise
* Utilizes video cameras and footage to accurately assess any customer or employee incidents with certainty
* Partners up with other team leaders to ensure a safe environment that is fast, fun, and friendly for all
* Acting member of the Emergency Response Team instructed to handle any emergency situation with ease
* Certified in Non-Violent Intervention training guaranteeing the necessary precautions & actions are taken
* Assists guests on the sales floor through locating merchandise

**Backroom Team Member** (01/2017-05/2017)

*Target, Mira Mesa - 8251 Mira Mesa Blvd, San Diego, CA, 92126*

* Utilizes a Personal Digital Assistant (PDA) to pull merchandise from the backroom for store replenishment
* Properly back stocks merchandise that is not pushed to the sales floor to maintain stockroom cleanliness
* Collaborates with Backroom Receiving Team Member to receive items and send out recall & excess items
* Locates merchandise on the sales floor and stockroom to fulfill online orders and carry out guest requests

**Guest Service Attendant**  (09/2015-10/2016)

*Target, Mira Mesa - 8251 Mira Mesa Blvd, San Diego, CA, 92126*

* Handles high-volume amounts of cash and checks through opening and closing POS cash registers daily
* Engages with customers to provide customer satisfaction in order to improve retention rates & drive sales
* Maintains composure & poise while micro-managing a team & delegating tasks within customer service
* Develops new cashiers through administering cashier core roles to provide customer satisfaction
* Operates various forms of communication: emails, over the phone, and in-person, to discuss information

**Cashier**  (07/2015-09/2015)

*Target, Mira Mesa - 8251 Mira Mesa Blvd, San Diego, CA, 92126*

* Assisted various payments at POS register through cash, pin pad, checks (WIC & personal) and gift cards
* Developed interpersonal skills through assisting customers, offering promotions, and providing services
* Resolved customer issues through becoming well-versed in company policies and knowing the store

**Affiliates and Leadership Coordinator**(05/2014-06/2015)

*UCSD Cross Cultural Center - 9450 Gilman Dr, La Jolla, CA, 92093*

* Collaborates with faculty & student leaders of different backgrounds to put on programs about education.
* Creates posters, flyers, program brochures, and logos through Adobe Photoshop and Microsoft Word.
* Assists all guests issues, answers phone calls, maintains library, handles room requests, & upkeeps center.

**Conference Clerk** (04/2014-10/2014)

*UCSD HDH: Conference Services - 2 Scholars Dr. S, La Jolla, CA, 92037*

* Operated POS cash register and sold parking permits, meal plans, room services, and other amenities.
* Managed large amounts of cash within the drawers and safe when receiving deposits and opening/closing.
* Kept daily activity logs including returns and customer issues in order to provide data to higher-ups.

**Customer Service Associate**(09/2013-06/2014)

*Walgreens - 3005, 3005 Midway Dr. San Diego, CA, 92110*

* Handled customer transactions at POS cash register through accepting cash, pinpad, checks, and gift cards.
* Printed and organized photo orders and resolved any issues with photo supplies, printers, & photo kiosks.
* Promoted suggestive sales and special rewards programs while also pushing weekly sales ad merchandise.

**Diversity Center Practitioner - Internal** (09/2011-06/2013)

*ARC Community & Diversity Center- 4700 College Oak Dr, Sacramento, CA 95841*

**Photo Specialist** (09/2011-08/2013)

*Walgreens -11262, 840 El Camino Ave., Sacramento, CA, 92110*

**Beacon Tutor** (05/2010-07/2013)

*ARC Learning Resource Center - 4700 College Oak Dr, Sacramento, CA 95841*

**Student Aid**(05/2010-09/2011)

*Dept. of Social Sciences, American River College - 4700 College Oak Dr, Sacramento, CA 95841*

**Courtesy Clerk** (08/2009-01/2010)

*Bel Air Grocery - 4005 Manzanita Ave, Carmichael, CA 95608*

**Subject Tutor**(01/2007-06/2008)

*Rio Americano High School - 4540 American River Dr, Sacramento, CA 95864*

Course Work

**Ethnic Studies (ETHN)**

* ETHN 1: Introduction: Land and Labor
* ETHN 3: Introduction: Making Culture
* ETHN 100A:Theories & Methods in Ethnic Studies
* ETHN 100B: Interdisciplinary Methodologies
* ETHN 100C: Social Justice Praxis
* ETHN 100H: Ethnic Studies Honors Research Design
* ETHN 102: Science and Technology: Race, Gender, and Class
* ETHN 103: Environmental Racism
* ETHN 104: Race, Space, and Segregation
* ETHN 106: Life, Death, and the Human
* ETHN 113: Decolonizing Education
* ETHN 121: Contemporary Asian American History
* ETHN 123: Asian American Politics
* ETHN 147: Black Feminisms
* ETHN 155: U.S. Militarism
* ETHN 172: Topics: African-American Prose and Allegories-Slavery/Colonialism
* ETHN 196H: Honors Thesis

Events

**Cross-Cultural Center**

* Cross-Cultural Center All-People’s Celebration - Organizer
* Latin@ and Filipin@ United Farmworkers Movements 101
* Dr. Dennis Childs: Slaves of the State Book Launch Presentation
* Affiliates Mixer Winter 2015

**Asian Pacific Islander Middle Eastern and Desi American Migration and Militarism Lecture Series**

* Dance Among Elephants: A Book Launch with Krysada Phounsiri
* Precious Subjects:Refugees, Adoptees, and the Law with Dr. Kit Meyers and Dr. Mai Vang
* Native Space and America with Dr. Natchee Blu Brand
* “Vietnamese of Orange County” Book Launch and Exhibit
* APIAHC Kick Off Lunch with Guest Speaker - Dr. Connie Mariano
* Life Support: Book Launch and Lecture with Dr. Kalindi Vora
* Pilipin@ Awareness Week 2015
* Book Talk with Dr. Dawn Mabalon: “Little Manila is in the Heart”
* Anti-Colonial Convergences: Indigeneity, Sovereignty, & Transnational Circuits of Militarization from the Pacific to Palestine
* Filipino Goonies in Astoria, Oregon: Engaging Settler Colonialisms in Queer/Asian Diaspora Studies and Transnational Filipino/a Studies with Dr. Kale Fajardo
* “Contingent Legibilities: Trafficking, Slavery, and Sexual Democracy” with Dr. Julietta Hua
* “More Delicate Than a Flower, Yet Harder than a Rock: Youth, Dissent, and the Af-Pak War” with Dr. Sunaina Maira
* Genocide/Diasporas with Dr. Kamala Visweswaran
* Vertiginous Sights and the Military Sublime: Cambodia as Spectacle in Marvel’s The Nam with Dr. Cathy J. Schlund-Vials

**National Conference on Race and Ethnicity in Higher Education**

* Mixed Asian Heritage: A Multiplicity of Identities or “I’m Confused. Are you Amerasian, Cablanasian, Eurasian, Hapa, or Multi-Asian?”
* Student Forum: Community in Conversation

**Art Gallery**

* (i)paalam: A VIS 198 Pinayism Community Art Gallery

**American River College Community and Diversity Center**

* Soul Food Junkies Documentary Showing and Discussion2/22&2/26
* No More Chains: Parolees Back Education 3/1
* Community in Conversation 3/5
* Women in the Military 3/15
* Community in Conversation 4/2
* Still Killing me Softly 4/5
* Teaching Children About Diversity 4/26
* Leadership in Diversity: Understanding Privilege 3/21 & 4/18

Interests

**Principal Member** *UCSD Coalition of Critical Asian-American Studies* (05/2014-06/2015)

**WCAPSU, UCSD APSA/KP Student Representative** *UCSD APSA*  (05/2014-06/2015)

**Principal Member** *UCSD Southeast Asian Collective* (09/2014-06/2015)

**Social Programming Coordinator** *UCSD APSA* (06/2009-01/2010)

**Student Affirmative Action Coalition Representative** *UCSD APSA* (01/2009-06/2009)