Janette Phan

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SKILLS

Programming: C++, Python, SQL
Tools: Google Suite, Salesforce, ADP, Adobe, Canva, Unity, Microsoft O365

EXPERIENCE

Research & Operations Intern　　　　　　　　　　　　　　　　　　　　　　March 2025 – Present
Amira Learning　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　Remote
- Streamlined contractor onboarding by coordinating with Customer Success and managing timelines/documentation, resulting in faster onboarding and reduced cross-team delays.
- Optimized Salesforce workflows by tracking training requests and assigning trainers, resulting in improved scheduling efficiency and reduced turnaround time for training request coordination.
- Strengthened cross-functional collaboration by supporting Customer Success and Technical Support in training logistics, support cases, and client communications, leading to improved client satisfaction and case resolution.
- Contributed to R&D and Psychometrics projects by assisting in assessment development, data organization, and quality assurance, supporting project execution and progression.

Graduate Research Assistant　　　　　　　　　　　　　　　　　　　　　　　June 2025 – Present
Computational Social Science Lab　　　　　　　　　　　　　　　　　　　　　Richardson, TX
- Developing frameworks to classify dream reports using topic modeling and text analysis.
- Preparing datasets for analysis to test links between self-reports and dream content.
- Applying data-driven methods (topic modeling on large dream corpora) to classify themes in dream reports.

Undergraduate Research Assistant　　　　　　　　　　　　　　　September 2024 – August 2025
UTD Cognitive Neuroscience Laboratory of Memory and Language　　　　　　Richardson, TX
- Conducted tDCS and EEG sessions with precise setup and adherence to protocols, ensuring high-quality data collection.
- Assess and score neuropsychological assessments, contributing to accurate study datasets.
- Perform data entry to support research organization and facilitate data analysis.

Healthcare Management Intern　　　　　　　　　　　　　　　　February 2025 – March 2025
Affordable Medical Supplies　　　　　　　　　　　　　　　　　　　　　　　Plano, TX
- Supported the intake team by collecting patient information, processing insurance claims, and ensuring compliance with Medicare and state regulations for durable medical equipment.
- Managed orders and required documentation from physicians and healthcare providers, coordinating effectively to streamline patient care.

EXTRACURRICULAR

AI Mentee　　　　　　　　　　　　　　　　　　　　　　　　　　February 2024 – May 2024
UTD Artificial Intelligence Student Collective　　　　　　　　　　　　　　Richardson, TX
- Contributed to an AI-powered VR landscape generator by researching 3D geometry and immersive environments, producing early-stage prototypes for interactive design.
Built skills in Unity and UI/UX through collaborative prototyping and user testing, helping refine usability and design choices.

Social Executive　　　　　　　　　　　　　　　　　　　　　　September 2022 – Present
UTD Tennis Club　　　　　　　　　　　　　　　　　　　　　　　　　　　Richardson, TX
- Increased community engagement by leading fundraising initiatives with local partners and managing club communications across social media platforms.
- Coordinated apparel production and served as liaison with external vendors, which ensured consistent branding and smooth execution of promotions and events.

EDUCATION

The University of Texas at Dallas　　　　　　　　　　　　　　　　　　　　　　May 2025
Bachelor of Science, Cognitive Science
- Concentration: Neuroscience and AI/Computational

The University of Texas at Dallas　　　　　　　　　　　　　　　　　　　　　　May 2026
Master of Science, Applied Cognition and Neuroscience
- Specialization: Human-Computer Interaction