

Wesley Hu

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- Qualifications**
- ❖ Young, dynamic individual who reaches out and connects to customers.
 - ❖ Driven to interact with new customers with an engaging personality.
 - ❖ Quickly gathers information from customers through conversation.

- Languages**
- ❖ Native speaker of Mandarin Chinese and proficient in Spanish

- Experience**
- Eligibility Worker** July 2023 – Present
Santa Clara County Social Services Agency, 40 hours/week, full-time
- ❖ Evaluated client eligibility for Medi-Cal and CalFresh public assistance programs.
 - ❖ Conducted face-to-face and phone interviews with clients to collect personal information pertinent to eligibility.
 - Ex: Income, household composition, household expenses, health insurance, citizenship/immigration status.
 - ❖ Maintained positive relationships with difficult clients using customer service skills.
 - ❖ Wrote detailed case notes documenting every action and client interaction.
 - ❖ Fielded questions from inbound client calls regarding benefit eligibility.
 - ❖ Inputted and updated client data in County computer systems.
 - ❖ Queried client information from CA State and U.S. Federal databases including MEDS, SAVE, and The Work Number.
- Associate Management Analyst** Mar 2023 – Jun 2023
Santa Clara County (SCC) Behavioral Health Services Department (BHSD),
Contracts Administration, Solicitations Team, 40 hours/week, Extra Help
- ❖ Coordinated with service providers to acquire certificates of insurance.
 - ❖ Drafted and reviewed formal solicitation documents for public engagement.
 - ❖ Negotiated with Programs staff and Subject Matter Experts to ensure accuracy in solicitation documents' scopes of work and vendor evaluation criteria.
 - ❖ Queried contracts databases to find legal backing and justification for upcoming solicitations.
 - ❖ Conducted weekly team updates regarding contracts and solicitations under my purview.
 - ❖ Held meetings with the SCC Procurement department to correct deficiencies in rejected solicitations documents.
- Failure Analysis Hardware Engineer** Apr 2022 – Mar 2023
Foxconn Industrial Internet, 40 hours/week, full-time
- ❖ Served as a primary point of contact between the Foxconn circuit manufacturing/assembly departments and Nvidia's Failure Analysis team.

- ❖ Provided detailed, technical professional correspondence with a quick turnaround time.
- ❖ Troubleshoot cryptic circuit board failures by pinpointing the physical root cause.
- ❖ Regularly collaborated with Manufacturing/QA/Testing/Assembly/X-Ray personnel to identify and remedy inefficiencies in the product test cycle.
- ❖ Organized electronics measurements into easy-to-read tables and infographics.
- ❖ Prepared user-friendly, daily inventory reports color-coded to indicate the status of circuit boards undergoing debugging.
- ❖ Meticulously documented every repair/debug action taken on each failed circuit board within specific projects.

Kitchen Designer

Apr 2021 – Apr 2022

The Home Depot, 40 hours/week, full-time

- ❖ Generated kitchen designs within vendor specification, safety, and budget constraints.
- ❖ Analyzed customers' long-term lifestyle needs by asking specific, diagnostic questions.
- ❖ Handled angry customer complaints with a high standard of professionalism.
- ❖ Partnered with different store departments to find satisfactory answers to customers' questions.
- ❖ Regularly communicated all non-standard design requests with cabinet/countertop vendor, both in person and through email.
- ❖ Communicated effectively with team lead and supervisors/managers in organized, detailed notes.

Customer Service Representative

Sep 2019 – Apr 2021

The Home Depot, 40 hours/week, full-time

- ❖ Evaluated customers' merchandise returns in a fast-paced environment to determine returns legitimacy and eligibility.
- ❖ Frequently translated Mandarin Chinese and Spanish for customers in different store departments.
- ❖ Resolved complicated issues over the phone.
- ❖ Communicated effectively with team lead and supervisors/managers in detailed notes.
- ❖ Partnered with different store departments to educate customers in subjects outside my department scope.
- ❖ Patiently instructed new employees on how to operate the online order software.
- ❖ Regularly interfaced with supervisor and manager to keep up to date with rapidly changing rules.

Private Tutor

May 2014 – Aug 2019

Self-Employed, part-time

- ❖ Guided UC Davis STEM students through physics textbook problems.
- ❖ Explained unintuitive physics concepts such that students could understand.
- ❖ Clarified struggling students' confusion by using analogies, concrete examples, and repetition.
- ❖ Identified and targeted the learning deficiencies of an 8th grade math student with attention-related learning difficulties.
- ❖ Visited students' houses for one-hour tutoring sessions.
- ❖ Integrated 3D models and illustrations to appeal to a visual learning style.
- ❖ Instructed 11th grade ELL students in writing SAT essay-writing over individualized online conferencing.
 - Isolated instances of poor sentence structure in students' writing and conducted brainstorming/writing exercises.

Honors Physics Teaching Assistant

Jan 2018 – Mar 2018

University of California, Davis, 6 hours/week, part-time

- ❖ Interned at Davis Senior High School in an Honors Physics classroom.
- ❖ Conducted a class session introducing a new physics concept to the class.
- ❖ Clarified students' misconceptions by reviewing fundamental physics concepts in small groups of 4 students.
- ❖ Whimsically engaged uninterested students.

Education & Recognitions

- ❖ B.S. in Applied Physics major with emphasis in Chemistry.....Sep 2016 – Jun 2018
- ❖ Dean's Honor List.....Dec 2016 – Jun 2018
- ❖ UC Davis GPA: 3.97