**E D U C A T I O N**

**A.A. Degree in Art and Design**

Cerritos College **|** 2006 – 18 *|* GPA:3.84 (Graduated with Highest Honors)

Treasurer at Phi Theta Kappa

**Library Technician Certification**

Long Beach City College*|* 2009 – 11 | GPA: 4.0 (Deans List 2011)

**H I G H L I G H T S**

**Strengths:** Detail-oriented work ethic, diligent, honest, dedicated, willing to learn

**Professional Skills:** Microsoft Office (Word, PowerPoint, Excel), fluent in both English and Mandarin

**Personal Involvements:** Cultural Alliance of Long Beach (CALB), Bliss & Wisdom

**QUALIFICATIONS**

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* Ability to study and apply to new information
* Owned a business in retail industry and had good customer service and selling skills
* Ability to prioritize tasks, good time management and problem solving skills
* Ability to maintain confidentiality of sensitive information
* Excellent skills in mathematical practice

**E X P E R I E N C E**

**Admissions and Records Clerk** *May 2017 – 2018*

*Cerritos College-Admissions and Records/CalWORKs and International Student Office*

* Provided basic information on admission procedures and eligibility criteria
* Reviewed applications and related documents for compliance, entering and updating data
* Processed transcripts, researched, verified residency status, updated records, registered students
* Answered questions from students regarding registration, admissions, policies and procedures
* Collected payment for registration, tuition, parking permit, resolved issue with student hold
* Directed visitors to the appropriate person and office, provided accurate information in-person and via phone/email
* Ensured reception area is tidy and presentable, with all necessary stationery and material
* Maintained office security by following safety procedures and controlling access via the reception desk
* Maintained confidentiality of sensitive information
* Updated calendars and scheduled meetings

**Library Instructional Aide**  *January 2008 – 2019*

*Cerritos College-Circulation Desk and Computer Lab*

* Assisted students, professors, and community members in using computer software, copying, printing, and scanning; managed reservations for study rooms spaces
* Monitored computer lab to ensure appropriate conduct according to library and college policies
* Troubleshot computers and other office equipment
* Checked in/out library materials, managed front desk by answering phone calls and inquiries
* Gathered records on library material usage and create a monthly report
* Filed resources for patrons, handled mail for other offices, participated in meetings
* Trained new student workers on library software and policies

**Library Page** *September 2011 – 2013*

*Cerritos Library*

* Monitored patron conduct in the library, read shelves for correctness in arrangement of books
* Attached book labels and book pockets in books, prepared magazines for circulation
* Cleared tables of books and magazines
* checked out, received and discharged books at loan desk as assigned
* Answered patron inquires at Information Desk

**Office Assistant**

*Ming Creative Art Studios and Art Academy February 2020 - Present*

* Greeting parents, students, art instructors.
* Introducing school background, services, and classes to potential customers in person/ on the phone.
* Taking roll calls, monitor student behaviors to ensure safety code has followed
* Providing marketing strategist on the meeting
* Copying and scanning student artworks
* Promoting and setting up events
* Emailing and connecting with parents, co-workers, and students via social media