

Stephen Phillips

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SUMMARY

Insightful problem-solver and lifelong learner driven by a passion for socially-inclusive work that captivates and educates, with over 15 years' experience in Silicon Valley and East Asia in a diverse range of professional roles.

SKILLS & INTERESTS

- Instructional design, curriculum development, UX and technical writing
- Market intelligence, content and learning management systems
- Cross-cultural communications and diversity and inclusion training
- Sustainable urban development and environmentally-sensitive design
- Proficiency in Chinese, HSK 5-6

EDUCATION & AWARDS

B.A. East Asian Studies
Minor: Music
University of Oregon, 2005

NTNU Chinese Studies Scholarship, Taiwan Ministry of Education, 1996
TEFL Teaching Fellowship, University of Oregon, 1994-1996
Music Composition Studies Grant, Vienna Hochschule für Musik, 1993
Electronic Music Studies Grant, Cogswell Polytechnical Institute, 1991

PROFESSIONAL EXPERIENCE

Marketing and Communications

SOM Architectural Consultants (Shanghai) and T.Y. Lin International, 2008-2017

- Led multiple initiatives in a senior capacity, including developing and maintaining a knowledge base for marketing intelligence and implementing frameworks to profile and evaluate architecture design project leads, clients, competitors, and developing regions in China.

- Played a pivotal role in the content and production of annual business plans, quarterly analytical reports of primary and specialty China market sectors, and presentations for global conferences and clients.
- Ensured quality and integrity of strategic communications between China business development leaders and the firm's managing partners in the US.
- Designed and produced a variety of cross-media marketing assets to support design firms' joint expansion of architecture and engineering services in China.
- Organized and presented regular training workshops to enhance brand and cultural awareness among design and marketing teams.

Writing and Instruction (1999-2007)

- Technical editing and communication skills training for the environmental services division of a global engineering design firm in Shanghai to promote style and content guidelines for statutory environmental audits, impact and risk assessments. URS (AECOM) (contract).
- ESL instruction and curriculum development for various groups in China and Taiwan, including design and production of bi-lingual materials, modules, and multimedia content for K-12, corporate teams, and individuals.
- Developed technical instructional manuals outlining loan origination and underwriting procedures utilizing a Sybase database system. First Tennessee Bank (contract).
- Technical writer of Federally-mandated report assessing interbank IT systems Y2K compliance per US Federal Reserve guidelines. Stanford Federal Credit Union (contract).
- Proofreading and editing of audits, engagement letters, and proposals at a financial and risk advisory firm. Deloitte & Touche (contract).

Database & Administration (1997-2000)

- Executive Assistant to Chair and Directors of Internal Medicine at Stanford University training hospital. Role included proofreading research grant proposals and journal submissions, medical transcription, and communications coordination among department leaders and Institutional Review Board. Santa Clara Valley Medical Center (contract).
- Performed quality assurance on Oracle database system, monitoring and reporting data integrity in compliance with domestic and global purchasing protocols. Applied Materials (contract).
- Coordinated and maintained Lotus database and document control for the hospital's on-site manufacture of advanced cardiac equipment. St. Jude Medical Inc. (contract).