

# SOPHIA NG

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## OBJECTIVE

UC Berkeley graduate with a strong interest to utilize her client service, communication, and organizational skills in a social entrepreneur or media-related industry

## EXPERIENCE

### UC Berkeley Division of Student Affairs – Business Operations Office Services, Berkeley, CA

*Office Services Assistant*

**Feb 2012 – Dec 2014**

- As the lead Student Assistant, managed and processed over 500 official university documents weekly in all facets of the document imaging workflow process on ImageNow. These processes included redacting sensitive information, prepping batches, scanning, linking, routing, and conducting quality control measures.
- Trained and managed four new office hires in the imaging processes of four different Student Affairs departments (Office of Undergraduate Admissions, Financial Aid, Office of the Registrar Records, and Office of the Registrar Residency)
- Performed Quality Assurance on all documents and escalated any issues or concerns to client departments

### hardboiled: Asian Pacific American Newsmagazine, Berkeley, CA

*Managing Editor*

**Aug 2012 – Dec 2014**

- Managed the production timeline for our publication, coordinated 6 core and 11 staff writers, spearheaded publicity and distribution of over 5,000 issues per semester, and facilitated a weekly 1.5 hour seminar
- Spearheaded a social network/marketing campaign to drive readership of newsmagazines on both an on-campus and off-campus basis, gave events and workshops exposure on online platforms, and connected community at campus events

### Kiva, San Francisco, CA

*Review and Translation Program Intern*

**May 2014 - Aug 2014**

- Served in a program management role at Kiva, a non-profit microfinance organization with a mission to connect people through financial lending to alleviate poverty. Kiva uses a crowdfunding platform in order to provide loans to entrepreneurs in developing countries.
- Monitored and documented volunteer questions, concerns, action items, and overall feedback into a weekly memo for team
- Identified policy issues related to content on loan profiles, and simplified guidelines and instructions for volunteers and partners
- Analyzed results of over 200 March 2014 volunteer surveys, assembled 5-page report, presented findings to team, and created action items in response to volunteer suggestions
- Assisted in the management of Kiva Team Leader onboarding (recruitment, screening, selection, and assignment process) on Salesforce

### OCA – Asian Pacific American Advocates, Washington, D.C.

*Programs and Constituent Development Intern*

**May 2013 – July 2013**

- Maintained OCA's national membership database on Yourmembership.com platform and served as first line of contact for OCA National Center constituent inquiries
- Created a monthly student e-newsletter through iContact that featured OCA National Center updates, intern spotlights, and upcoming community events
- Authored organization-wide press releases that highlighted community events and honorable community members
- Worked closely in planning and organizing of Federal Leadership and Professional Leadership Development workshops during OCA's National Convention in Washington, D.C. that catered to over 200 D.C. area professionals

### Hudson TG, New York, NY

*Programs and Constituent Development Intern*

**May 2012 – Aug 2012**

- Created call sheets on NGPVAN after conducting research on Federal Election Commission, New York State, and City Finance Board contribution databases
- Identified and conducted background research on prospective donors for congressional campaigns
- Interfaced with clients at various fundraisers, community events, and over the phone in order to provide more information on candidate's platforms and biography

## QUALIFICATIONS AND SKILLS

- Proficient in Salesforce, CRM tools, Confluence, and Microsoft Office
- Learned HTML 5, CSS, and Javascript in final academic semester
- Quick-learner, strong communicator, self-starter, and detail-oriented
- Highly competent at managing multiple responsibilities in a high volume environment

## EDUCATION

### University of California at Berkeley

**Aug 2011 – Dec 2014**

B.A. Political Science, B.A. Interdisciplinary Studies – American Studies; GPA 3.73

*Activities and Societies:* Honors Thesis Program, Pi Sigma Alpha, Associated Students of the University of California, hardboiled: Asian Pacific American Newsmagazine, Berkeley Study Abroad Student Ambassador, Undergraduate Research Apprenticeship Program

### University of Hong Kong

**Aug 2013 – Dec 2013**

International Student Exchange Program in the Faculty of Social Sciences, GPA 3.94