

# SOPHIA NG

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## OBJECTIVE

To utilize my strong organizational and communication skills in a professional workplace

## 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 150 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.
- Revised training manuals and provided detailed best practice recommendations to new office hires
- 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)

### Kiva, San Francisco, CA

*Review and Translation Program Intern*

May 2014 - Aug 2014

- Served in a volunteer management and program support 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.
- Identified policy issues related to content on loan profiles, and simplified guidelines and instructions for volunteers and partners on Volunteer Wiki. Created graphics on Adobe InDesign to supplement guidelines and instructions.
- Analyzed quantitative and qualitative results of the RTP March Volunteer Survey on Survey Monkey, presented findings to team, and created action items in response to volunteer survey recommendations/questions
- Supported team's tech troubleshooting efforts by analyzing erroneous Salesforce data prior to submission into Jira ticketing system
- Assisted in the management of Kiva Team Leader onboarding (recruitment, screening, selection, and assignment process) on Salesforce
- Created original content for volunteer newsletter (e.g. Kiva's Southeast Asia Portfolio Associates, interview with volunteer of the month, and low loan volume from countries)

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

*Programs and Constituent Development Intern*

May 2013 – July 2013

- Participated in OCA National Internship Program in 2013. OCA - Asian Pacific American Advocates is a national civil rights organization dedicated to advancing the social, political, and economic well-being of Asian Pacific Americans.
- Maintained OCA's national membership database on Yourmembership.com platform and served as first line of contact for OCA National Center constituent inquiries
- Closely assisted in planning and organization of Federal Leadership and Professional Leadership Development workshops during OCA's National Convention in Washington, D.C.
- Created a monthly student e-newsletter through the iContact platform that featured OCA National Center updates, intern spotlights, and upcoming community events

### Hudson TG, New York, NY

*Political Consulting (Finance and Fundraising) Intern*

May 2012 - Aug 2012

- Created call sheets on the NGPVAN platform using FEC, NYS, and CFB contribution databases.
- Identified and conducted background research on prospective donors for Congressional campaign
- 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 Microsoft Office, Salesforce, CRM tools, Confluence
- Quick-learner, strong communicator, self-starter, and detail-oriented
- Experience writing, researching, and analyzing policy issues for political campaigns and primary source-based projects
- Learning HTML 5, CSS, and Java in final academic semester

## EDUCATION

### University of California at Berkeley

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

Aug 2011 – Dec 2014

### University of Hong Kong

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

Aug 2013 – Dec 2013