

# Larry Tsao

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## EDUCATION

**University of California, Riverside**

*Sociology, B.A. | Media and Cultural Studies, Minor*

**Riverside, CA**

*Completion: Jun 2024*

## WORK EXPERIENCE

**University of California, Riverside**

*HR Operations Assistant*

**Riverside, CA**

*Dec 2021 – Present*

### Strategic Planning & Program Management

- Complete 200+ requests in Workfront from managers in 15+ departments by running 50+ projects around creating communication channels, uploading personnel files, etc. to allow managers to focus on critical work.
- Finish incoming packets 20% faster by creating a strategy of delivering documents, agreements, etc. with DocuSign for 120+ employees in 15+ departments through improving ways of extracting data more quickly.
- Recruit 2+ HR student assistants by pre-screening 200+ applications and shortlisting applicants for leadership to review by following a rubric on matching a candidate's experience with what leaders wanted in a hire.
- Spearhead an electronic personnel file project with 3 HR supervisors for 15+ departments by transforming ways personnel files for all employees are being uploaded to make the database more accurate & organized.
- Streamline hiring procedures by revamping the recruitment process and analyzing customer feedback on eliminating procedural inefficiencies & preparing materials in presenting a recommendation for 3+ leaders.

### Insights & Analytics

- Guide senior management in accessing 2+ key statistics showing department requisitions, length of time to hire, etc. by supporting the creation of an Excel dashboard with graphs/charts to help drive strategic planning.
- Develop a customized Power Automate flow to automate communications for 50+ new employees by linking dynamic data integrations from the team's roster with Excel extensions to streamline the onboarding process.
- Revamp interview packets by redesigning the visuals in Excel and removing 5+ modules by deprioritizing phased-out features with 4 senior staff members to standardize & simplify the feedback submission process.

**Stream of Praise Music Ministries** *(major Christian Mandarin-Chinese praise & worship group)*

*Lighting Designer (Volunteer)*

**Tustin, CA**

*Dec 2019 – Present*

- Execute 8+ innovative designs for 25+ productions with 50+ attendees by analyzing audience preferences through proposing different designs to gain 75% positive feedback from attendees and senior leadership.
- Collaborate with 7 senior leaders to execute the production strategy for 20+ event sessions by designing, executing, and conceptualizing the lighting via market research to drive 1M+ views on 5+ YouTube videos.
- Achieve \$15K in cost savings by performing market research on 4 software solutions through evaluating the team's proficiency in each solution (i.e. volunteers & advanced users) given the organization's strategic goals.
- Create on-set layouts and presets for 3 volunteers by selecting lighting software/equipment to resolve pain points on software compatibility and improve the efficiency/quality of all lighting productions.

*Administrative Intern*

*Dec 2019 – Mar 2020*

- Boosted web traffic and sales by \$20K over 3 months in 5 foreign countries by integrating Chinese to English translations across 50+ web pages in WordPress by revamping the duplication & translation process.
- Tracked \$2K in revenue and reconciled 2 discrepancies in inventory movement by periodically taking inventory of merchandise (i.e. albums, apparel) and identifying missing products with a new QA mechanism.
- Allowed 7 senior leaders to view metrics like CTRs, open rates, etc. & send more personalized emails by transferring 12 groups of email addresses in MailChimp to improve the team's email marketing strategy.
- Promoted easier accessibility to digital assets and improved profit margins by running the migration of the entire discography of 30+ albums from one digital distribution service to another.

## SKILLS & INTERESTS

**Functional Skills:** Chinese, Strategic Planning, Market Research, Storytelling, Strategic Operations, Teamwork, Stakeholder Management, Project/Program Management, Human Resources, Cross-Functional Collaboration, HR Strategy, HRIS, People Operations, Leadership, Email Marketing, Web/Graphic Design, Video Editing

**Technical Skills:** Excel, Word, PowerPoint, SharePoint, Workfront, Power Automate, Data Analytics, Dashboard Creation, MailChimp, Canva, Adobe Creative Suite (Photoshop, Illustrator, InDesign), HTML/CSS, WordPress

**Interests:** Graphic Design, Video Editing, Show Lighting Design, Tinkering with Technology