Ker Wen Ying

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EDUCATION

National Cheng Kung University   **Tainan,Taiwan**
Bachelor of Social Science in Psychology   June 2018
- **GPA:** 3.57 / 4.0
- **Leadership:** Oversea Chinese Student Association – Vice President
- **Relevant Coursework:** Theory and Practice of Helping Skill, Social Psychology, Psychological Testing, Counselling Psychology

WORK EXPERIENCE

Bakery Cuisine   **Singapore**
Sales intern   January 2017 – February 2017
- Adopted proactive approach to sales-promotions
- Conducted market research on potential commodities and customers
- Established rapport with customers, up-sell products and built a loyal clientele
- Achieved highest per-night sales

Great East Gate Hostel   **Tainan, Taiwan**
receptionist   May 2016 – January 2017
- Welcomed and greeted guests with great courtesy
- Answered queries of guests about various information and services of the hostel
- Raised hostel satisfaction up to 8/10 on booking website by utilizing psychology communication skills

LEADERSHIP&VOLUNTEER EXPERIENCE

NCKU Oversea Chinese Student Association   **Tainan, Taiwan**
Vice-President   September 2015 – June 2016
- Organized a team of 30 students to design social activities for over 500 members
- Created and organized association schedule including meetings, activities and events
- Communicated regularly with other student organizations, school authorities and outside vendors

Rainbow Project   **Tainan,Taiwan**
Volunteer-Event Planner   November 2015 – December 2015
- Interacted one on one with physically and mentally challenged children
- Prepared the materials for group activities and instructions for the children and the volunteers
- Coordinated with child institution and other volunteers

ADDITIONAL

Languages: Mandarin(native) • English(fluent) • Malay(excellent) • Vietnamese(Basic)
Computer Skills: MS Office • Power director
Interests: Jogging, Travelling