

Lucy Dai

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EDUCATION

Duke University , Durham, NC	Dec 2014
<i>Master of Engineering Management</i>	GPA: 3.837
The Hong Kong Polytechnic University (HKPU) , Hong Kong	Jun 2013
<i>Bachelor of Science in Logistics Engineering and Management</i>	GPA: 3.65
<i>Dean's Honors List</i>	2011-2013

EXPERIENCE

Student Consultant , <i>Skanska USA</i> , North Carolina Office	Sep 2014-Dec 2014
<ul style="list-style-type: none">Conducted external researches to identify the major causes of quality issues at <i>Skanska</i>Designed questionnaires for internal surveys and interviews at <i>Skanska</i>Performed qualitative and quantitative analysis based on the data collected from surveys and researchesProposed recommendations and evaluated their effectiveness for <i>Skanska</i> to foster a zero defect culture	
Data Analysis Intern , <i>Apple, Inc.</i> , Beijing, China	May 2014-Jul 2014
<ul style="list-style-type: none">Built "Master Sheet" for retail stores' data management and procurement at new product launchesPresented weekly reports analyzing the effectiveness of "One To Many" Demonstrations to customersProvided data analysis support for Marketing and Sales DepartmentsCommunicated with Associate Regional Managers regarding store compliance issuesPerformed historical data maintenance	
Serial Holdings Management Assistant , <i>Duke University Libraries</i> , Duke University	Sep 2013-Dec 2014
<ul style="list-style-type: none">Assisted with various Cataloging Department Projects	
Student Consultant , <i>Johnson Intern Program</i> , Durham, NC	Sep 2013-Dec 2013
<ul style="list-style-type: none">Created an efficient volunteer management system for Johnson Intern ProgramProposed strategies and database solutions for volunteer recruitment, work planning, tracking, and evaluation	
Project Research , <i>Industrial & Systems Engineering Dept.</i> , HKPU	May 2012-May 2013
<ul style="list-style-type: none">Conducted market research for the telecom industry in ChinaCollected data from questionnaire surveys and interviews and conducted statistics testsProposed possible business strategies for the telecom companies considering their unique business characteristics	
Inventory Management Intern , <i>Postal & Telecom Appliances Corp.</i> , Beijing, China	Jun 2011-Aug 2011
<ul style="list-style-type: none">Analyzed the inventory data of 15 branch offices and developed inventory classifying methodsManaged customer information in Oracle System and issued waybills for daily product delivery	
LEADERSHIP AND EXTRA-CURRICULAR ACTIVITIES	
Student Recruiting Committee Member , <i>Duke University</i>	Sep 2013-Feb 2014
<ul style="list-style-type: none">Promoted Engineering Management Program to prospective studentsFacilitated the application and admission process for the Engineering Management ProgramPrepared and organized activities on Admitted Student Day and Orientations for new students	
Peer Mentor , <i>The Hong Kong Polytechnic University</i>	Sep 2012-Jun 2013
<ul style="list-style-type: none">Led team building activities and offered advice to freshmen to facilitate their adaption to college life	
Volunteer , <i>Hong Kong Children & Youth Service Center</i>	May 2011
<ul style="list-style-type: none">Taught young children to speak Mandarin through games and activities	
Academic Assistant , <i>HKPU Chinese Mainland Students' Association</i>	Sep 2009-May 2010
<ul style="list-style-type: none">Organized and coordinated lectures by guest speakers to help students with their academic learningConsolidated and placed students' orders for monthly online book-purchasing services	
Volunteer , <i>Hong Kong Yang Memorial Methodist Social Service Center</i>	Jan 2010
<ul style="list-style-type: none">Provided safety education to the children in the community	

SKILLS

Computer Skills: MS Office, MS Project, MS Visio, MS Access, ProModel, Lindo, MATLAB, SPSS.

Languages: English, Chinese