EDUCATION

**Master of Public Administration** 09/2011-06/2013

Evans School of Public Administration, University of Washington, GPA 3.5+

**Bachelor of English Literature** 09/2007-07/2011

College of Foreign Languages, Beijing Language and Culture University, GPA 3.5+

EXPERIENCE

**Project Assistant, United Nations Development Programme, Beijing** 06/2014-Current

* Manage and evaluate ongoing Beijing-UNV/UNDP-CICETE “Project of Strengthening Beijing Voluntary Service Development through Civic Participation and Regional and International Cooperation”. Provide oversight in monitoring project activities and assess the overall project implementation with respect to project objectives, outputs and indicators.
* Assist to draft the Pro-doc for the “Strengthening Volunteering Cooperation for Regional Development in Guangdong Province” project with Guangdong Provincial Youth League.
* Engage with key constituencies and institution that are involved in the UN’s Post-2015 Agenda. Organize the national Post-2015 Agenda consultations by launching online microblog discussion with millions of viewers. Host seminars with representative university students, such as Tsinghua University and Central Minzu University.
* Research and identify key national policy trends on youth development in China’s domestic and outbound foreign volunteering for developing initiatives. Explore volunteerism contribution to the social governance under Chinese context by designing “Learning Loop” framework.
* Strategize and coordinate the 2015 UNV-Beijing Global Volunteering Exchange Roundtable. Support dialogue on the role of China’s engagement with volunteerism in global development issues through liaising conferences and workshops, and preparing briefing notes and background papers.
* Represent UN China youth delegation and participate the 2015 Global Action Youth Forum organized by the UN Economic and Social Council in New York. Voice opinions and specific issues on relevance to youth and the UN’s Post-2015 Sustainable Development Goal.

**Office Manager, Gregory Scott Hoover Law Offices, Seattle**  08/2013-05/2014

* Prepare legal documents and write memos for client’s immigration petitions accordingly, including applications of Travel Visa, Working Visa, Green Card, Investment Immigration and so forth.
* Make request to the insurance company and claim the injured loss in auto accidents.
* Interview witnesses, interpret between Chinese and English and vice versa.
* Answer telephone, internal and external information requests, as well as other logistics duties.

**Co-founder**, **Bridging Pacific (NGO), Seattle** 03/2013-Current

* Cofound a Nonprofit Organization that aims to promote collaborative skills and culture understanding between Chinese and American college students.
* Initiate and strategize for the China-U.S. Forum 2014: Career Development for Chinese Students. Liaise and invite 17 distinguished guest speakers, including the Deputy Mayor of Seattle, Former Mayor of Bellevue, Vice Provost of University of Washington, Chair of Chinese Microsoft Employment, Director from eBay, Director from Boeing, start-up business CEOs and so on. Fundraise from University of Washington and private industries with more than $3,000. Get reported from Seattle China Daily, Seattle Chinese Radio Station, and press release from other local newsletters.
* Develop Collaboration Workshops and Culture Salon programs with Washington States China Chamber of Commerce and the Confucius Institute of Washington States. Manage topics of dress codes, dating culture, table manners and movie discussion. Lead discussions among Chinese and American attendees to promote cultural understanding and collaboration.

**Researcher, City of Seattle (city government), Seattle**  01/2013-06/0213

* Serve as a graduate student researcher in the Customer Service Branch, Seattle Public Utilities (SPU).
* Authorize a customer service improvement report as part of SPU’s 2016-2020 Strategic Plan by analyzing SPU’s customer service performance and write recommendations accordingly.
* Identify industry trends and challenges in measuring and achieving customer service excellence.
* Interview 8 comparable public utilities nationwide to identify customer service industry benchmarks.

**Procurement Intern, United Nations Development Programme, Beijing** 06/2012-09/2012

* Consolidate asset and procurement data in UN ATLAS system; retrieve and update budget data from UN’s database by using T-SQL.
* Conduct market research and supplier sourcing; utilize spreadsheet to record data.
* Evaluate and monitor procurement bidding processes, including UNDP cleaning and guarding teams, and Yi Embroider Popularization Project.

**Programme Evaluation Intern, Casa Latina (NGO), Seattle** 01/2012-06/2012

* Evaluate and monitor the customer service in Day Workers Center program through assessing the programme budget and service delivery.
* Design and oversee the telephone surveys, database updates and blog access to Casa Latina’s clients. Maintain the database by using T-SQL to update, retrieve and insert.
* Manage communication platforms and update online information.

**Research Intern, Research Office of Haidian District Government, Beijing** 4/2010-05/2011

* Gather field investigation information by interviewing and survey design to chosen rural area residents.
* Assist to write a policy paper with title of Rural Social Security and Development Research in

Haidian District Urbanization Process.

* Investigate the social influence and problems caused by the campus tour in Peking University

 and Tsinghua University.

SKILLS

* Fluent in English and Mandarin, GRE with 1380 (verbal 580+ quantitative 800), passed TEM (Test for English Major) Level 8.
* Experienced in data research, program evaluation and Nonprofit management in development field.
* Experienced in strategizing, coordinating and organizing conferences, forums and events.
* Experienced with Statistical Software (Crystal Ball and SPSS) and Microsoft Office Suite (Excel, Outlook, and PowerPoint), and T-SQL.

FAST LEARNER, QUICK THINKER