Hope Mao

44762 Gwinnett Loop, Novi, MI 48377 | 248.662.6890 | hopemao@umich.edu

Education

University of Michigan, Ann Arbor, MI   SEP **18 – Present**
Bachelor of Science in Information (UX/UI): 3.94 GPA; Minor: Art/Design
Novi High School, Novi, MI   SEP **14 – MAY 18**
3.98 GPA, summa cum laude

Work Experience

Summer Conference Assistant   MAY **19 – Present**
University of Michigan
- Demonstrate strong communication and collaboration skills in a close knit work group
- Provide administrative support to Summer Operations through planning and preparation for groups/clients

Customer Service Clerk   MAY **17 – AUG 18**
Cold Stone Creamery, Novi MI
- Managed inventory and point of sale (cashier) operations in a fast paced work environment
- Responsible for mentoring and training new employees as well as delegation of roles during shift
- Effective communication skills with other workers while providing professional customer service

Inventory Coordinator & Front Desk   SEP **16 – MAY 18**
MNCCS Chinese School, Livonia, MI
- Worked alongside office members to manage student registration in a busy environment
- Responsible for tracking book and office inventory and setting up the front desk
- Communicated between main office and customers while providing attentive customer service

Freelance Artist   OCT **16 – Present**
Traditional and Digital Design: Logo, Infographic
- Business selling artwork to clients via social media
- Caricature Artist for events (galas, birthdays)
- Website http://www-personal.umich.edu/~hopemao/index.html

Leadership & Volunteer Experience

Vacation Bible School   MAR **14 – MAY 16**
Volunteer and activities planner
- Helped manage logistics and lead activities such as food and games
- Directed small groups to stations, engaged with and motivated kids

Tennis   MAR **15 – JUN 17**
Team Captain
- Managed digital communication between parents, coach and players
- Coordinated attire, event planning (banquets etc.)

Skills and Recognition

- Adobe Photoshop, Illustrator, In Design
- Programming: C++, Python, HTML, CSS, r command
- Microsoft & Google suite skills
- Languages: English (native), Chinese-Mandarin (professional working proficiency)