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**Anna So**

**EDUCATION**

**B.A. in Economics**, University of California Santa Cruz, Santa Cruz, CA (June 2009)
**National Career Readiness Certificate (Silver),** Everest College-San Jose Work2Future One-Stop, San Jose, CA (February 2010)
**CBEST Certificate** (April 2010)
**Child Development Assistant Permit,** Chabot College, Hayward, CA (February 2011)
**ECD Certificate/ Permit,** Chabot College, Hayward, CA (Pending)

**EXPERIENCE**

**Photographer,**

Lifetouch National School Studios, Hayward, CA 08/12-Present

\* Liaison between the studio and schools

\* Connect with students to take pictures and capture meaningful memories

\* Troubleshoot camera systems

 **Customer Service Representative,**

ThredUP, San Leandro, CA 02/13-08/13

\* Provide customers with a great positive experience: finding solutions to any concerns or issues from returns to orders

\* Itemize by describing individual items accurately and efficiently with great detail

\* Sort submitted clothing items and photograph the best features to be uploaded onto our website

**Academic Intervention Coordinator,**
Boys and Girls Club of San Leandro, San Leandro, CA            01/11-06/13
\* Work with selected 3rd-5th grade students on language arts and math
\* Include various activities to create a fun understanding of states’ standards
\* Implement positive reinforcement and natural consequences
\* Complete daily journals on students' progress and meet with fellow intervention coordinators to reflect and brainstorm different approaches to teaching/ tutoring and disciplinary actions

\*Collaborate with the director on fundraising and donations to further fund our events and program

**Instructor,**

Genius Kids Inc., Fremont, CA 06/12-08/12

\* Worked with Preschoolers up to 3rd graders on math and language arts

\* Created arts & crafts for the creative class and cartoon art class

\* Taught a 30 students public speaking class that worked on leadership skills, and interpersonal skills

\* Researched creative activities for the hands-on geography class, taught through singing and creating projects using their imagination

\* Brainstormed interesting creative writing topics for students to memorize and present

**Youth Development Coordinator (Substitute),**
Boys and Girls Club of San Leandro, San Leandro, CA              09/10-12/10
\* Worked with grades 1-5 at various school sites
\* Planned activities for the day that followed the motto: fun and educational
\* Interact with children in different age groups
\* Encouraged students with activities promoting leadership, character building, arts & crafts, physical exercise, literacy, and math

**Academic Coach/ Tutor,** Extreme Learning Inc., Morgan Hill, CA    01/10-03/10
\* Helped high school improve on their assessment test scores
\* Promoted/ led discussion groups and fun activities on the review of the CAHSEE
\* Monitored students’ progress and administered tests

**Customer Service Representative,** Nordstrom Rack, San Jose, CA    09/09-06/10
\* Assisted over 8,000+ customers
\* Turned upset customers into loyal clients (settle disputes)
\* Persuaded 162+ customers to complete a new accounts application within a 4 month span
\* Advertised upcoming events through the intercom, phoning individual customers, and face-to-face interactions with customers
\* Responsible for closing registers, cash handling including cash, Nordstrom Notes, gift cards, credit cards, travelers checks, personal checks, etc.

**Mentor/Tutor,** UCSC Step-to-College Program, Santa Cruz, CA      03/08-06/09
\* Fundraised for transportation to school site (located 1 hour away) by running a book sale
\* Promoted the program and recruited new members with a wide range of cultural background
\* Worked with middle school students in areas of math to promote a better understanding
\* Mentored/tutored elementary students in their academically-rich after school program that focuses on math, as well as reading and writing
\* Completed weekly journals on students’ progress

**El Centro Intern,**
UCSC Chicano Latino Resource Center, Santa Cruz, CA            03/08-06/09
\* Coordinated subcommittee duties for the Chicano Latino Graduation that had over 1,500+ in attendance
\* Allocated funds and other donations from the community such as local strawberry farms, businesses, school affiliations, school administrators, and various academic departments obtained by filing applications and making presentations
\* Assisted in event planning and provided logistical assistance
\* Promoted events concerning the local Latino communities concerns, issues, achievements, and collaborative efforts
\* Created a fundraising workshop where participants prepare for the fundraising events by making crafts such as hand-made ribbon roses, magnets, matchboxes, bookmarks, etc.
\* Researched on making serape sashes for graduating seniors by finding local embroidery businesses, buying serapes and assembling the sashes to honor their contribution to the campus and commitment to higher education

**ADDITIONAL EXPERIENCES**
Zara: Sales Associate, Inventory                 San Francisco, CA          08/07-02/08
Mervyns: Sales Assistant, Cashier, Credit Card Opener      Hayward, CA                06/06-02/08
Porter/ Kresge Dining Hall: Cashier, Dishroom                    Santa Cruz, CA              10/05-03/07
 **SKILLS AND ABILITIES**
Data & Entry Typing: 52 WPM
Computers & Software: MS Word, Excel
Computerized cash registers, scanners, and affiliated POS system

**ACITIVITES**

Lifetouch National School Studios’ Grand National Champion for Individual Portrait West Coast Division (December 2013)
ECD Conference Participant, Chabot Community College (April 2011)
Reading Partners Volunteer
American Red Cross Blood Services Volunteer
UCSC Multicultural Festival Committee
UCSC Chicano Latino Year End Ceremony Committee
UCSC SCTV (Student Cable Television) Underwriting Department
UCSC SSTOC (Success Strategies and Opportunities Collaborative)
Arroyo High School KIWINS- Secretary
Arroyo High School Interact Club member
Arroyo High School Girls’ Tennis Team
Arroyo High School CSA (California Scholarship Federation) member
Arroyo High School Writers’ Guild- Treasurer
Arroyo High School S.F.E. (Students For the Environment) - Secretary
Arroyo High School J.S.A. (Junior States of America) - Co-President