

RUTH CHANG

EDUCATION

University of California at Berkeley

Bachelor of Arts in Psychology and Bachelor of Arts in Sociology, December 2006

EXPERIENCE

San Jose Redevelopment Agency; San Jose, CA

(June 2010 – Current)

Administrative Analyst

- Coordinate the preparation, distribution, and posting of Agency Board agendas, memos, synopses, and minutes
- Provide desktop IT support for Windows XP, Microsoft Word, and Adobe Creative Suite 3

Books Inc; Mountain View, CA

(April 2010 – June 2010)

Bookstore Supervisor

- Performed and supervised financial transactions and provided excellent customer service
- Restocked supplies and pulled books for returns to distributors and publishers
- Created, tracked, and finished special orders

Mental Health Association of San Francisco; San Francisco, CA

(September 2005 – December 2009)

Development and Operations Manager

- Streamlined operations through redesigning timesheet and payroll tracking systems, creating wiki containing consolidated internal procedures, and setting up tracking documents
- Coordinated logistics for 2009 Conference on Hoarding and Cluttering for 400 attendees, including registration, sponsorships, scholarships, webpage updates, production of conference booklet, and evaluation
- Secured financial stability for organization by obtaining renewable contract with the City and County of San Francisco (\$259,467 per year over 5.75 years)
- Increased revenue for annual conference by expanding sales of exhibitor tables, books, and ad space
- Supervised and trained 3-4 interns and volunteers to complete fundraising, communications, and operational tasks

Development and Operations Associate

- Designed and produced organization brochures, reports, and booklets (25-100 pages)
- Launched new avenues for donors to give directly online, through online affiliate marketing programs, and through in-kind donations (e.g. Facebook Causes, eBay Giving Works, and BART Tiny Tickets)
- Coordinated logistics for 2007 and 2008 Conference on Hoarding and Cluttering for 350 attendees
- Created comprehensive fundraising tool for major donor campaign solicitors
- Maintained donor database on eTapestry.com and supervised data entry and cleanup
- Implemented secure filing system to enforce organization's financial policies
- Coordinated logistics for 2007 and 2008 Annual Awards Galas for 300 guests
- Acted as sole in-house IT support to staff by troubleshooting computer problems
- Increased organization's online presence on major social media and networking sites
- Trained staff, interns, and volunteers on common office procedures, including in Microsoft Office, online communications, and website updates

Mental Health Education Intern

- Wrote grant proposals to obtain funding for conferences and other programs
- Processed and tracked registrations for conferences and trainings
- Evaluated trainings by compiling quantitative and qualitative data, summarizing results, and creating reports
- Designed and produced educational materials, DVD case art, PowerPoint presentations, and flyers

Resource Development Associates; Lafayette, CA

(July 2006 – December 2006)

Research Assistant

- Created stand-alone data records product for clients' staff self assessments
- Conducted online research and compiled state and county child well-being statistics
- Produced and copy edited drafts of client annual reports, manuals, evaluations, and strategic plans
- Generated charts and summaries of child development program activities and services

ACTIVITIES

Crystal Children's Choir; Cupertino, CA

(September 2007 – Present)

Piano Accompanist/Sub-Accompanist and Conductor's Aide

Lead Digi Corp.; San Jose, CA

(January 2008 – May 2008)

Software Engineering Intern

WebKomputing, Inc.; San Jose, CA

(December 2006 – March 2007)

References available upon request

Software Engineering Intern

Oakland Asian Students Educational Services; Oakland, CA
Extended Tutorial Contractor; Volunteer

(September 2003 – July 2005)

Unite For Sight; Berkeley, CA
Founding Member and Director of Health Insurance

(August 2003 – July 2005)

Freelance Tutor; San Jose, CA

(June 2000 – August 2004)

Roberta Jones Junior Theatre; Santa Clara, CA
Rehearsal Pianist for Creative Artistic Theatrical Showcase

(June 2000 – July 2004)

SKILLS

Technical: Microsoft Office (Word, Excel, Outlook, PowerPoint, Access), Adobe CS3/CS4 (Photoshop, InDesign, Dreamweaver, Acrobat, Illustrator), HTML/CSS, C/C++, Java, social media websites, type 80+ wpm

Language: Fluent in conversational Mandarin Chinese