

SL

STEPHENIE LAI, MPA



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CERTIFICATIONS

American Red Cross
CPR/First Aid/AED
Adult & Child, Basic
Disaster Life Support
(BDLS), Core Disaster
Life Support (CDLS),
FEMA IS-1, FEMA IS-
100, FEMA IS-200, FEMA
IS-235, FEMA IS-700,
FEMA IS-800, Amateur
Radio Technician License,
Homeland Security
Exercise and Evaluation
Program (HSEEP)

SKILLS

Microsoft Office Suite,
Adobe Creative Suite,
Social Networking,
Project Management,
Database Management,
Content Management,
Data Analysis

LANGUAGES

English: Fluent
Spanish: Basic
Vietnamese: Basic
American Sign Language:
Basic

EDUCATION

The University of Georgia

A.B.J. Advertising, Sociology Minor
GPA: 3.23/4.00

2007- 2011
Athens, GA

The University of Georgia

Master of Public Administration
GPA: 3.88/4.00

2013- 2015
Athens, GA

PROFESSIONAL EXPERIENCE

The Leukemia & Lymphoma Society, Georgia Chapter

Patient Access Volunteer

- Educate patients, caregivers, and healthcare professionals.
- Cultivate community and corporate relationships.

2015
Atlanta, GA

The University of Georgia Follett Bookstore

Sales Associate

- Performed sales transactions, returns, and exchanges in excess of \$1,000 per day.
- Interacted with customers in resolving complaints and concerns in a diplomatic manner.

2013- 2015
Athens, GA

AmeriCorps Volunteers In Service to America, HandsOn Atlanta

HandsOn Tech Corps Member

- Engaged more than 25 skills-based volunteers in 11 pro bono non-profit technology projects.
- Collaborated with a team of three people to create, promote and facilitate more than 20 nonprofit technology training sessions.
- Tracked adoption and impact of new technology solutions.

2012- 2013
Atlanta, GA

SagePath, Inc.

Project Manager

- Designed and executed a change communications plan to educate clients about the redesign of the Coca-Cola intranet, myKO.
- Negotiated and managed client expectations as the main point of contact at SagePath.
- Trained and supervised Project Coordinator in succession planning.

2011- 2012
Atlanta, GA