

# STEPHENIE T. LAI

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## EDUCATION

**The University of Georgia**, Athens, GA

Department of Public Administration and Policy, *Master of Public Administration* Aug 2013- May 2015

**Cumulative GPA:** 3.88/4.00

Grady College of Journalism and Mass Communication, *Bachelor of Arts in Journalism* Aug 2007- May 2011

**Major:** Advertising, **Minor:** Sociology, **Cumulative GPA:** 3.23/4.00

**Awards:** Rotary Club Scholarship, Wachovia Dependent Scholarship, HOPE Scholarship, Dean's List

## PROFESSIONAL EXPERIENCE

**The Leukemia and Lymphoma Society, Atlanta Chapter:** *Patient Services Volunteer* Jul 2015- Present

- Educate patients, caregivers, and healthcare professionals about resources and disease information.
- Cultivate community and corporate relationships through outreach programs and direct client communications.

**American Red Cross Metro Atlanta Chapter:** *Planning Intern* Jan 2015- May 2015

- Developed plans, training, and exercises in accordance with American Red Cross Policy and Department of Homeland Security Exercise and Evaluation Program principles.
- Collaborated with staff, volunteers, interns, 9 Chapter Disaster Program Managers and Regional Planner in disaster planning efforts.

**Northeast Public Health District Office of Emergency Preparedness:** *Intern* Aug 2014- Dec 2014

- Revised and updated communications annex of the Emergency Operations Plan for District 10.
- Researched and created annex for POD and communications trailer deployment.
- Collaborated with community partners from the University of Georgia and amateur radio volunteers.

**American Red Cross East Georgia Chapter:** *Community Disaster Education Intern* May 2014- Aug 2014

- Educated community partners through interactive presentations for children, adults and seniors on topics of disaster preparedness.
- Coordinated disaster planning efforts between community partners across 14 Northeast Georgia counties.
- Collaborated with community disaster preparedness and emergency management organizations to create education programs tailored to each community's needs and for various audiences.

**Keep Georgia Beautiful Foundation:** *Web Design Intern* Sep 2013- May 2014

- Redesigned website using online applications to meet corporate communications goals.
- Managed content including assets, news stories and other information to display on website.

**AmeriCorps Volunteer in Service to America (VISTA):** *HandsOn Tech Corps Member* Aug 2012- Aug 2013

- Engaged more than 25 skills-based volunteers in 11 pro bono nonprofit technology projects.
- Collaborated with a team of three people to create, promote and facilitate more than 20 nonprofit technology training sessions.
- Trained more than 145 nonprofit organizations and more than 212 nonprofit individuals on cloud-based technology tools.
- Improved the nonprofit sector's efficient use of technology in order to build capacity.
- Tracked adoption and impact of new technology solutions.

**SagePath:** *Project Manager* Feb 2012- Mar 2012

- 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.

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- Trained and supervised Project Coordinator in succession planning.

## **SagePath: Project Coordinator**

Sep 2011- Feb 2012

- Improved user experience by timing, formatting and managing the layout of content, including articles, images, videos, etc. for enhanced aesthetic appearance and ease of use.
- Coordinated content contributors in North America, Latin America, Europe, Eurasia, and Africa while maintaining strict deadlines across various time zones.

## **LEADERSHIP EXPERIENCE**

### **Delta Phi Lambda Sorority, Incorporated: UGA Chapter Advisor**

Aug 2014- Present

- Guide collegiate chapter in decision making and goal setting for the academic year.
- Act as a liaison between the collegiate chapter and national board.
- Cultivate an alumnae relationship with the collegiate chapter.

### **Delta Phi Lambda Sorority, Incorporated: National Director of Events**

Aug 2014- Present

- Plan the sorority's annual three-day National Convention for more than 115 attendees.
- Create and manage social media campaigns to promote for events.
- Oversee two regional governors in the planning of regional events.
- Facilitate communications to collegiate chapter about regional and national events and conferences.
- Assist the Vice President of Finance in creating and managing the budget for events.

### **Delta Phi Lambda Sorority, Incorporated: National Marketing Manager**

Aug 2013- Aug 2014

- Provide assistance and guidance to collegiate chapters with designing promotional flyers.
- Maintain and update the national social networking accounts (Facebook, Twitter, YouTube, etc.).
- Oversee and approve the production of digital and promotional materials for the sorority.

## **OTHER WORK EXPERIENCE**

### **The University of Georgia Follett Bookstore: Sales Associate**

Aug 2008- May 2011; Aug 2013- Jun 2015

- 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.

## **RELEVANT SKILLS**

Microsoft Office Suite (Word, Excel, PowerPoint), Adobe Creative Suite (Photoshop, Illustrator, InDesign), Social Networking (Facebook, Twitter, LinkedIn, YouTube, Instagram, Tumblr, TweetDeck, HootSuite), Project Management (AtTask, RedMine, Basecamp, Salesforce), Content Management (WordPress, Drupal, Stellant, Weebly), Stata Data Analysis Software

## **CERTIFICATIONS & MEMBERSHIPS**

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, UGA Community Emergency Response Team, UGA Medical Reserve Corps, Homeland Security Exercise and Evaluation (HSEEP)

## **LANGUAGES**

Elementary Spanish (Reading, Writing, Speaking), Elementary Vietnamese (Speaking), Elementary American Sign Language (Signing)