

**PENNY CHANG**  
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## EDUCATION

**University of California, Irvine, The Paul Merage School of Business** **Irvine, CA**  
*Master of Business Administration: Strategy and Organizational Behavior* *June 2009*

- § Student Ambassador (one of five students selected to represent the Merage School and support the Admissions Committee in evaluating MBA candidates)
- § President, Merage Human Resources and Organizational Behavior Club; Member, Merage Consulting Club, Women in Business, and Challenge for Charity
- § GPA: 3.95

**University of British Columbia, Sauder School of Business** **Vancouver, BC**  
*Bachelor of Commerce, Human Resources Management and International Business* *June 2004*

- § Sauder HR Internship and Research Program
  - § Study Abroad Program: University of Manchester, Manchester Business School (May ~ June, 2003)
  - § VP Marketing, Commerce Mentor Program; Student Representative, Commerce Undergraduate Society
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## EXPERIENCE

**Marriott International, Newport Beach, CA** **06/2008 - 08/2008**  
*MBA Intern*

- § Participated in a rotational management program and consulted with department leaders to improve business processes and productivity
- § Collaborated with the Director of Human Resources on an annual presentation for regional VPs to discuss Marriott's Human Capital Review and Total Compensation Structure for 2009
- § Assisted the Director of Finance with property-wide audits and budget planning

**Gloria English School, Taoyuan, Taiwan** **06/2004 - 08/2007**  
*Director of Teaching Administration (07/2005 – 08/2007)*

- § Responsible for the recruitment, selection, work assignment, and evaluation of over 100 foreign staff members
- § Developed and implemented an employee referral program, saving NT\$150,000 on annual recruitment costs
- § Initiated and executed individualized training programs to accelerate and improve the effectiveness of each employee's learning process
- § Mediated and resolved employee grievances and conflicts to increase employee satisfaction; decreased annual turnover rate by 15%
- § Designed and implemented an attendance bonus policy, improving employee attendance by 18%
- § Negotiated contracts and collaborated with corporate and government clients to strengthen partnerships, increasing service volume by 27%
- § Assessed employees' teaching performance and provided feedback to improve teaching quality of staff members

*Executive Assistant to the CEO (06/2004 – 06/2005)*

- § Organized and promoted annual county-wide language proficiency competitions, generating over 2,000 participants each year
- § Oriented foreign staff members and managed all 4 staff dormitories to accelerate employees' adjustment to new surroundings; addressed residents' concerns to improve employee satisfaction and living quality
- § Executed and communicated management decisions and new policies to ensure effective and timely implementation of company objectives

**Business Career Center, Sauder School of Business, Vancouver BC** **01/2004 – 04/2004**  
*Business Development Intern*

- § Researched and identified the hiring processes of over 100 companies to assist students in securing job placements
- § Liaised with company representatives to discuss hiring needs and facilitate on-campus recruiting

**OBHR Division, Sauder School of Business, Vancouver BC** **09/2003 – 12/2003**  
*Teaching Assistant*

- § Graded exams and term papers for Commerce 392: Labor Relations
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## ADDITIONAL INFORMATION

Languages: Fluent in English and Mandarin

Interests: Traveling (have explored over 20 countries), performance arts, yoga, reading, and writing

Publications: Editor of Writing for Beginners, 2006; Learning through Phonics, 2007; Various Websites