

Tuffy Titan

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EDUCATION

California State University, Fullerton

Bachelor of Arts in Human Communications
Minor in Sociology

Expected May 2024

RELEVANT EXPERIENCE

Joya Scholars

August 2021- January 2022

Elementary After School Program Intern

- Worked closely with small groups of elementary school students (grades 1-6) by facilitating activities and providing homework assistance
- Led educational enrichment such as socio-emotional & experiential learning activities designed by program lead
- Provided after-school homework assistance in a variety of foundational subjects
- Collaborated with staff and other volunteers to create a safe, fun and high-quality program that fits the needs of students

California State University Fullerton, *Center for Educational Partnerships*

Student Coordinator

July 2020- May 2021

- Collaborated with CSUF Staff and partner school(s) to assist students and parents with their academic preparation
- Promoted CSUF services to students and school staff
- Assisted Center for Educational Partnerships staff in preparation for Center for Educational Partnerships activities and workshops
- Developed and facilitated student activities: campus tours, workshops, student panels, campus visits
- Prepared and maintained accurate records of activities with students
- Attended staff meetings and program staff development sessions assist

ADDITIONAL EXPERIENCE

Urban Outfitters

April 2021- Present

Sales Associate

- Build rapport with customers by providing professional, courteous, and genuine service
- Foster strong relationships with new customers to maintain a high level of client satisfaction
- Maintain an awareness of all product knowledge information and merchandise promotions
- Support shipment process to gain awareness of product including what's new and what's already on the floor
- Adheres to store's safety standards, inventory accuracy, reduction of product loss, and upholds all company policy
- Collaborate with management, customer service associates, and sales teams to stay updated on new products, services, sales, or policy changes

VOLUNTEER WORK

Big Brothers Big Sisters of Orange County, *Big Sister Mentor*

April 2019-Present

- Mentor elementary and middle school youth through monthly 1 on 1 mentoring sessions in order to strengthen college and career readiness
- Empower youth to overcome educational and economic barriers on the path to success
- Cooperate with fellow mentors and staff on developing effective mentoring strategies in order to help build strong mentee relationships

SKILLS

- Working knowledge of Microsoft Office (Word, PowerPoint, Excel, Outlook)
- Fluent in Vietnamese
- Conversational French