

# Bruce Lee

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## SUMMARY

Enthusiastic, diligent, and responsible third-year college student with upward mobility. Possesses extensive experience and understanding in resolving business challenges and difficulties in work.

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## EDUCATION

### CALIFORNIA POLYTECHNIC STATE UNIVERSITY

San Luis Obispo, California

#### English Major

Expected Jun 2026

- GPA: 3.5
- Political Science (Global Politics) Minor [Completed]
- French Minor [Ongoing]
- Technical Writing Certificate Program [Ongoing]

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## EXPERIENCE

### CAL POLY DISTRIBUTION SERVICE, SAN LUIS OBISPO, CA

Sep 2022 - Present

#### Student Employee

- Lead and train new employees, overseeing daily mailroom operations and fostering a collaborative team environment to maximize efficiency and accuracy.
- Provide package delivery service and assistance to on-campus students and staff, ensuring timely and secure distribution of personal and business correspondence.
- Resolve concerns from students and parents regarding delivery issues, leveraging strong communication and empathy to provide swift solutions.
- Uphold safety, security, and privacy protocols when handling sensitive materials, promoting a high level of trust with student clients and co-workers.
- Oversee inventory management by tracking incoming and outgoing packages and monitoring equipment usage to maintain operational continuity.
- Exercise leadership and initiative in problem-solving, team coordination, and streamlining workflows to maintain a consistently high standard of service.
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### JACK LONDON MAIL, OAKLAND, CA

Jun 2022 - Sep 2024

#### Packaging Assistance, Clerk

- Specialized in high-value antiques handling by carefully transporting and packing fragile auction-house items; ensure secure storage, accurate labeling, and damage-free shipment services.
- Utilized hands-on training and knowledge of postal services (including Amazon, DHL, FedEx, UPS, and USPS) to fulfill and resolve customers' needs and concerns on desired mailing, packaging, and shipping purposes.
- Transported and packed valuable antiques from auction houses, ensured proper handling and secure delivery.
- Physical and digital inventory management through updating records in real-time to optimize workflow and prevent order errors.
- Money management to maintain accurate financial records.

### ENCINAL HIGH SCHOOL, ALAMEDA, CA

Oct 2021 - Jun 2022

#### Teacher Assistance

- Tutored classmates and supported classroom instruction through small-group lessons and one-on-one assistance.
- Drafted study guides and recommended supplemental materials to enrich the existing syllabus.
- Utilized Google Classroom and other digital tools to track assignments and communicate with students effectively.

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## SKILLS & ACTIVITIES

- Possess a customer-oriented and service attitude.
- Foster teamwork, thought leadership, and creative problem-solving with self-directed initiative.
- Proficient with developing and following office methods, procedures and practices.
- Excellent organizational, communication, writing, and listening skills.
- Multicultural and bilingual; native fluency in English and Mandarin Chinese
- Leadership position in TPC Club