

# Yang Li Kang

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## EDUCATION

TEMPLE UNIVERSITY, The Fox School of Business, Philadelphia, PA August 2017  
*Master's of Science in IT Auditing & Cyber Security*

TEMPLE UNIVERSITY, The Fox School of Business, Philadelphia, PA May 2016  
*Bachelor's of Business Administration, Actuarial Science with MIS minor / GPA: 3.59*

## AWARDS

Temple's Data Analytics Challenge 2015 – Honorable Mentions (4<sup>th</sup> - 10<sup>th</sup> place) out of 400 participants

## EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, Pennsylvania

**Data Entry Clerk, International Admissions** October 2013 – Present

- Operate Temple's database program, Degree Audit Reporting System (DARS), to input approximately eight student's transcripts per hour.
- Create up to 20 student acceptance letters per hour using Microsoft Excel and Access and mail them out within the day.
- Restructured the work process of filing admitted students, creating acceptance letter and mailing packages which allows from 50 up to 70 packages to be mailed a day.
- Reduced the entire stockpile of approximately 300 transcripts within one month as the sole student data entry clerk.

**Receptionist, International Admissions** May 2015 – Present

- Provide front desk administrative support such as greeting and assisting approximately 15 office visitors and calls per day by providing information about the university's application information.
- Communicate with 30 prospective applicants on average per day through email and telephone by assisting them with application or visa problems.
- Interviewed, trained and supervise a team of five new student workers to perform front desk reception duties to meet Temple University's customer service standards.
- Created a best-practices manual to guide new and future receptionist to perform duties more effectively.

COMPUTER SCIENCES CORPORATION (CSC), Kuala Lumpur, Malaysia January 2011-June 2011

**Computer Technician**

- Provided computer support services for the largest financial corporation in Malaysia, Maybank, resolving approximately 15 staff tickets daily.
- Started as a Computer Technician assistant and was promoted to a Computer Technician supervising and training two new hires on common computer issues, resolutions and data transfer.
- Resolved approximately 2,000 of the 10,000 backed up common computer tickets within six months.

## ADDITIONAL

- Microsoft Word, Power Point, Excel
- English (fluent), Malay (native)