

HAE WON HONG

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EDUCATION

University of Southern California

May 2023

Bachelor of Science, Civil Engineering (General)

GPA: 3.40

Minor in Architecture

Relevant Coursework: Statics and Dynamics, Probability Concepts and Civil Engineering, Introduction to Computer Methods in Civil Engineering, Introduction to Civil Engineering Graphics

EXPERIENCE

USC Enrollment Services: Orientation Programs

March 2021–Present

Orientation Advisor, Los Angeles, CA (Remote)

- Serve as a role model to incoming students and family members with a commitment to upholding all university policies and procedures
- Represent Orientation Programs in a professional manner to campus partners, students, parents, and other program guests
- Prepare orientation online presentations for students and guests and facilitate new student discussion groups as well as one-on-one meetings

Jake's Unlimited

February 2021–Present

Events Department (Party Server & Cashier), Gilbert, AZ

- Adaptability to thrive in a fast-paced environment by assisting various customers to deliver phenomenal customer service for a positive experience
- Successfully handle hundreds of dollars in cash and credit card sales in one shift by processing transactions
- Multitask and process multiple orders and transactions while prioritizing efficiency with attention to detail to ensure accuracy of transactions, orders, and payments to prevent discrepancies with customers

USC ITS Customer Support Center

February 2020–August 2020

ITS Student Worker, Los Angeles, CA

- Analyzed customer's ITS situation and adapted standard procedures to accommodate to customer's request
- Logged up to 20 calls per day into system for data and incident report requests
- Utilize knowledge database and articles on ServiceNow to resolve user issues with IT services on-campus

LEADERSHIP & INVOLVEMENT

VIP (Viterbi Impact Program), Volunteer

Fall 2020–Present

- Co-design projects and document student success with K-12 STEM Center program Mission Science
- Attend monthly reflective meetings and workshops to share experiences and build leadership skills

SWE (Society of Women Engineers), Member

Fall 2020–Present

SIGC (Students Innovating for Global Challenges), Treasurer

Summer 2020–Present

- Manage and report on all financial and funding actions through multiple platforms for 7 events (Viterbi Funding Board, GIFT Account, Design and Construction Account)
- Lead meetings for Executive Board members unable to attend regular weekly meeting days

ASCE (American Society of Civil Engineers), Member

Fall 2019–Present

SKILLS

- Fluent in English and Korean for reading, writing, and speaking
- Introductory programming capability in MATLAB and Python for use with calculations