

# SHAZIA HUSSAIN

111 I Street APT C  
Fremont, CA 94536  
ShaziaHussain88@yahoo.com  
(510) 516-8142

**OBJECTIVE** To obtain a challenging position at an innovative company focused on societal and world progression.

**EDUCATION** California State University of the East Bay, Hayward, CA  
**Bachelor of Science in Psychology**, June 2013  
Focus: **Industrial Organization** and **Ergonomics**  
Overall GPA: 3.3  
➤ Honor's List: Summer 2012  
➤ Vice President, Psychology Club, 2011-2012

**Relevant Coursework:** Data Analysis, Job Analysis, Organization and Management, Perform Experiments, Experimental Designs, Research Studies, Selection Model, Statistical Analysis, Validity Studies.

**EXPERIENCE** **Client Account Specialist/Dispatch**  
06/2013-08/2013 Homejoy San Francisco, CA  
➤ Acknowledged by CEO and Director as Top Performer for consistent productivity level, proactive alerts to engineers of issues, and showing heightened sense of urgency.  
➤ Featured in first company newsletter for independent development of systematic process focused on tracking call details to increase accuracy and efficiency.  
➤ Proposed effective self-service link ideas for website to reduce call volume.

**Certified Trainer/Server**  
04/2011-02/2013 P.F. Chang's China Bistro Fremont, CA  
➤ Greet each guest sincerely to feel welcomed, special, and appreciated.  
➤ Met or exceeded monthly goals of Guest Satisfaction Surveys.  
➤ High level of multitasking, communication, and utilized Aloha POS System.

**Administrative Assistant/Purchasing Representative**  
01/2010-04/2011 Digital Storm Fremont, CA  
➤ Managed employee schedules, time sheets, payroll, daily inventory reports, shipping, RMA services, and ordered necessary items at targeted prices with expediency.  
➤ Demonstrated ability to quickly learn new programs such as QuickBooks to increase responsibilities and advance in company.  
➤ Created new inventory record log to improve accuracy and efficiency.

**HONORS/ ACTIVITIES** **Top Performer**, Homejoy, 2013  
**Student of the Year in Sociology**, Ohlone College, 2011  
**Communications Chair**, American Diabetes Association, 2007-2009  
**Volunteer**, Habitat for Humanity, 2006-2007

**SKILLS** **Computer Skills:** SPSS, MS Office: Excel, Outlook, PowerPoint, and QuickBooks  
**Language Skills:** Urdu and Hindi  
**Office Skills:** Complaint Handling, Data Entry (75WPM), Filing, Front Desk Reception, Spreadsheets and Reports

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## PROFESSIONAL REFERENCES

1. LaNae Nix  
Homejoy  
San Francisco, CA  
(415)539-7342  
Relationship: Previous Director
2. Devin Aloise  
P.F. Chang's China Bistro  
Walnut Creek, CA  
(805)305-0395  
Relationship: Previous Manager
3. Lisa Castro  
P.F. Chang's China Bistro  
Sunnyvale, CA  
(510)386-8042  
Relationship: Previous Manager
4. Mehreen Ali  
Alexander, Anthony, & Brown Inc.  
Fremont, CA  
(510)209-2278  
Relationship: Previous Branch Manager

## PERSONAL REFERENCES

1. Kathryn DeRama  
Known 6 years  
Newark, CA  
(510)996-8436
2. Charmaine Lagasca  
Known 6 years  
Fremont, CA  
(510)378-8921
3. Maggie Vera  
Known 2 years  
Fremont, CA  
(510)258-6094