
ANNIE TRAN

3456 Holiday Drive • Falls Church, VA 22043 • 703-555-9876 • atran7@gmu.edu

OBJECTIVE

A position in human services requiring excellent analytical and interpersonal communication skills. Special interest in women's issues.

EDUCATION

B.S. in Psychology, Minor in Women's Studies, Expected December 2001
George Mason University, Fairfax, VA, Major GPA 3.3

Relevant coursework includes: Therapeutic Communication, Statistics, Social Psychology Research Techniques, Physiological Psychology, Legal & Ethical Issues in Human Services.

Financed 80% of educational costs through part-time work and scholarships.

RELATED EXPERIENCE

Resident Advisor, George Mason University, Fairfax, VA, Fall 1999-present

- Manage and regulate freshman student residence hall; enforce university safety policies.
- Advise students on academic and personal issues; refer students to appropriate university life resources and services available on campus.
- Assess student needs and interests to develop suitable programs; arrange for presenters and handle logistics for three programs each semester. Achieved highest attendance of all residence hall offerings, Fall 2000.

Crisis Counselor, Rape Crisis Center, Falls Church, VA, Fall 1998-present.

- Provide hot-line counseling 10 hours per week to women who have experienced sexual assault.
- Listen attentively and ask probing questions sensitively in order to make referrals to appropriate community resources.
- Provide advice on legal and medical procedures and victim rights.

ADDITIONAL EXPERIENCE

Administrative Assistant, Arlington Family Services, Arlington, VA, Summer 1998

- Efficiently handled all incoming phone calls and provided clients with requested information.
- Typed correspondence, sorted and delivered mail; securely maintained confidential files for staff of 10.
- Selected to translate for Vietnamese clients needing assistance with interviews and completing forms.

Waitress, Pho 99 Restaurant, Falls Church, VA, June 1997 – June 1998

- Provided outstanding customer service in a friendly and efficient manner.
- Answered all questions concerning daily specials and translated menu items to English.

HONORS/ACTIVITIES

- Recipient of the Falls Church Professional Women's Association Scholarship, 1999
- Active Member, Psi Chi Honor Society, George Mason University, 1998 – present
- Volunteer, University Dispute Resolution Project, George Mason University, 1998 – present
- Active Member, Vietnamese Student Association, 1998 - present

SKILLS

Proficient in Microsoft Word, Access, and the Internet.

Working knowledge of PowerPoint.

Fluent in English and Vietnamese.

Mediation and Conflict Resolution Techniques