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# Sico Stevens A. YAO

## CAREER OBJECTIVE

Establish myself in the growing field of data management or data analysis by both teaching and applying mathematical/statistical models for better business decision making and integrating high-technology management tools in a highly creative and consistent manner. Willing to relocate anywhere within the U.S. or internationally.

<b>HIGHLIGHTS OF QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>○ Extensive computer support and troubleshooting experience. Familiar with helping non-experienced users with Microsoft Office difficulties.</li> <li>○ Proven ability to tutor students from various backgrounds at convenient learning pace and quickly assimilate new materials.</li> <li>○ 3 years of mathematics teaching/tutoring experience. Tutored over 30 students in calculus, linear algebra and statistics individually and in group.</li> <li>○ Proficiency at using various computer applications. Basic programming and complex data filtering experience. Able to quickly learn new software.</li> <li>○ Proficient at using various computer applications. Basic programming experience. Able to quickly learn new computer software.</li> <li>○ Consulting, Sales and customer service experience coupled with effective cross-cultural communication skills and French bilingual ability.</li> </ul>
<b>COMPUTER SKILLS</b>	<p><b>Programming Languages:</b> C, VBA, Shazam, Pascal, Cobol, Java   <b>Computer Applications:</b> Access, SQL Server, Microsoft Office, SPSS, S-Plus, DET 4.0 (Certified), Quicken   <b>Operating Systems:</b> Windows XP, MacOs   <b>Survey Tools:</b> Select Survey ASP Advanced 8.1.1, MS Consensus 3.0</p>
<b>RELATED WORK EXPERIENCE</b>	<ul style="list-style-type: none"> <li>○ <b>Help Desk Specialist – INLAND NORTHWEST SPACE ALLIANCE (INSA) [Missoula, MT. 3/2005 to 7/2005]</b> <ul style="list-style-type: none"> <li>▪ Resolved all computer related issues and reorganized the computer storage unit to ease the inventory process</li> <li>▪ Assisted and helped office users overcome daily computer problems to increase INSA productivity</li> <li>▪ Completed computer systems, printers, routers and internet connection setup/configuration and basic computer maintenance including software &amp; hardware upgrades and software updates. Made recommendation for future IT equipment need</li> </ul> </li> <li>○ <b>Research Assistant - BUREAU OF BUSINESS &amp; ECONOMIC RESEARCH (BBER) [Missoula, MT. 6/2004 to 8/2005]</b> <ul style="list-style-type: none"> <li>▪ Effectively researched secondary data over the Internet to perform data analysis using Excel (pivot table, macro, subtotals &amp; VBA)</li> <li>▪ Reorganized MT Kids Count database and improved Excel tables' readability up to 50%</li> <li>▪ Assisted in the production of several publications including the "Montana Kids Count Data book 2004 &amp; 2005" and the "Child Mortality In Montana: A preliminary analysis of determinants"</li> </ul> </li> <li>○ <b>Private Math Tutor (5<sup>th</sup> &amp; 6<sup>th</sup> Grade - Math 100, 117, 150, 152 &amp; 241) [Missoula, MT. Fall 2002 to present]</b> <ul style="list-style-type: none"> <li>▪ Improved students' academic results by one grade up in average</li> <li>▪ Tutored over 30 undergraduate, high school and adult students individually in Calculus, Algebra, Probability and Applied Statistics</li> </ul> </li> <li>○ <b>Computer Lab Monitor/Supervisor - COMPUTING &amp; INFORMATION SERVICES (C.I.S) AND MATHEMATICS DEPARTMENT [Fall 2002 to Spring 2005]</b> <ul style="list-style-type: none"> <li>▪ Assisted students with PC and Mac difficulties. Guided students actively through the resolution of Microsoft Office related issues</li> <li>▪ Helped students with printing and scanning issues. Troubleshot matrix and laser printers and reported any major problems.</li> <li>▪ Ensured and maintained the neatness and smooth operation of computer labs. Responsible for closing and opening the labs.</li> </ul> </li> <li>○ <b>Instructor and Teaching Assistant - MATHEMATICS DEPARTMENT, THE UNIVERSITY OF MONTANA [Missoula, MT. Fall 2002 to Spring 2004]</b> <ul style="list-style-type: none"> <li>▪ Taught and explained both individually and in group Linear Algebra and Applied Statistics problems</li> <li>▪ Helped and tutored undergraduate students with difficulties in math in conjunction with the Mathematics Learning Center and privately</li> <li>▪ Graded mathematics homework for undergraduate Calculus and Applied Differential Equations classes</li> </ul> </li> </ul>
<b>ADDITIONAL WORK EXPERIENCE</b>	<ul style="list-style-type: none"> <li>○ <b>Business/Systems Analyst I - MICROSOFT / SIEMENS BUSINESS SERVICES (SBS) [Redmond, WA. 2/2006 to 4/2006]</b></li> <li>○ <b>Sales Associate - MACY'S [Bellevue, WA. 11/2005 to 12/2005]</b></li> <li>○ <b>Survey Research Consultant - THE UNIVERSITY OF MONTANA (U OF M) [Missoula, MT. 10/2005 to 5/2006]</b></li> <li>○ <b>Data Analyst/Consultant - DEPARTMENT OF NATURAL RESOURCES AND CONSERVATION (DNRC) / U OF M [Missoula, MT. 9/2005 to 2/2006]</b></li> <li>○ <b>Marketing Analyst - RUN8IMPORTS [Missoula, MT. 2/2005 to Present]</b></li> <li>○ <b>Product Development Analyst/Consultant - VISUAL LEARNING SYSTEMS, INC. [Missoula, MT. Fall 2004]</b></li> </ul>
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>○ <b>Master of Interdisciplinary Studies (M.I.S), Applied Statistics &amp; Marketing, UNIVERSITY OF MONTANA</b> <ul style="list-style-type: none"> <li>▪ Course work includes: Calculus, Linear Algebra, Partial Differential Equations, Mathematical Statistics, Discrete Optimization</li> </ul> </li> <li>○ <b>Associate Degree, Marketing &amp; Commercial Action, NATIONAL UNIVERSITY OF BENIN</b></li> <li>○ <b>Bachelor of Science, Management Information System (Programmer Analyst ), NATIONAL UNIVERSITY OF BENIN</b></li> </ul>
<b>EXTRACURRICULAR ACTIVITIES &amp; AWARDS</b>	<ul style="list-style-type: none"> <li>○ <b>Participant, 'Teaching Globalization &amp; Multicultural Competence at UM – from Theory to Practice', Workshop</b></li> <li>○ <b>Speaker, 'Understanding the Complex World of Credit Cards', Workshop</b></li> <li>○ <b>Awards Recipient: Diversity Advisory Council Student Achievement Award &amp; Outstanding Service Award &amp; Dean's List</b></li> </ul>
<b>INTERESTS</b>	<p><b>Dancing (Salsa, African Dance, Meringue &amp; Zouk) - Digital Photography - Gardening - Innovation in Technology and High-Tech Products - Martial Arts (Taekwondo, Viet Vo Dao) - Online Banking - Personal Finance - Poetry - Traveling (Denmark, France, Russia &amp; West Africa)</b></p>