

Sophia Fang

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EDUCATION

University of Michigan – College of Literature, Science, and Arts

Ann Arbor, MI

Bachelor of Arts in English Literature & Language and Cognitive Science

- *Coursework:* Cognitive Psychology, Statistics, Critical Literary Theory, Rational Choice Theory
- *Honors:* William J. Branstrom Award (Top 5% of Freshman), James B. Angell Scholar, University Honors
- *GPA:* 3.98

EXPERIENCE

The Michigan Daily

Ann Arbor, MI

September 2023 - Present

Senior Marketing Specialist

- Facilitate customer service for special projects, including The Graduation Edition, contributing to a 99.7% issue resolution rate and ensuring only one refund request across 300+ ad sales.
- Played a key role in generating \$70,000 in revenue for The Graduation Edition by answering questions and sending ad proofs, ensuring effective communication and timely delivery to reach 8,000 parents.
- Assist the sales team in executing email marketing campaigns that led to the discovery and onboarding of 2–3 new business partnerships per semester.

April 2025 - Present

John Jay College of Criminal Justice

Remote

Research Assistant

- Review and content-code 60 DOJ CRIPA finding letters on juvenile correctional facilities, identifying over 450 variables related to civil rights violations, ACA standards, and facility characteristics.
- Extract and structure complex qualitative data into a detailed Excel database with 450+ variables, enabling pattern recognition and comparative analysis across facilities.
- Conduct data verification and quality control, ensuring accuracy and consistency across a large dataset to support research on systemic conditions and oversight failures.

May 2025 - August

Little Sky Bakery

Menlo Park, CA

Front-of-House Associate

- Manage point-of-sale transactions during high-traffic hours, ensuring accurate payment processing and smooth customer flow, which contributed to a decrease in wait time.
- Support kitchen and prep staff during peak periods by restocking supplies and assisting with food handling, resulting in faster order fulfillment and improved team efficiency.
- Create visually appealing displays that aligned with brand aesthetic and boosted product visibility, supporting daily sales goals.

May 2024 - August 2024

Vuori

Palo Alto, CA

Retail Sales Associate

- Implemented personalized customer service techniques while working with a diverse clientele in a high-traffic retail environment, contributing to a 2% rise in satisfaction scores within 3 months.
- Managed inventory and restocked shelves, efficiently maintaining optimal product levels during peak shopping periods, reducing stockouts by 10% and improving store organization.
- Handled customer transactions and resolved complaints, providing support to maintain high transaction accuracy and 100% resolution of customer complaints on first contact.

ADDITIONAL

Jan 2024 - Present

National Association of Anorexia Nervosa and Associated Disorders Ambassador

Vice President of University of Michigan School Ambassador Program (ASAP)

- Facilitate peer-led support groups for University of Michigan students in eating disorder recovery, creating a safe and supportive space that encourages consistent attendance and open, trust-based dialogue.
- Manage social media campaigns to raise awareness about eating disorder recovery, sharing educational content and resources to foster a supportive and informed community.

August 2024 - Present

Sexual Assault Prevention Awareness Center (SAPAC)

Peer Facilitator

- Facilitate discussions for predominantly male student organizations on masculinity at the University of Michigan, engaging participants in critical reflection to foster healthy expressions of masculinity.