Olivia Chen

Student Ambassador

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SUMMARY

Student ambassador at the University of Kentucky with 2 years of admissions work, leading 120+ campus tours for prospective students and families. Handles public speaking at info sessions, event coordination for open houses and data entry in Slate. Brings communication skills, organizational skills and dependable customer service skills to every visit day.

SKILLS

- **Public Speaking**
- **Campus Tours**
- **Event Coordination**
- **Slate**
- **Data Entry**
- **Microsoft Office**
- **Youth Supervision**
- **Customer Service Skills**
- **Communication Skills**
- **Organizational Skills**

EXPERIENCE

Student Ambassador

08/2024 - Present

University of Kentucky, Office of Admission

Lexington, KY

Part-time role, 12 to 15 hours a week, alongside a full course load.

- Lead **120+** walking campus tours for groups of up to 25 students and families, with a 4.8/5 average visitor rating.
- Present at 30 admission info sessions and student panels a year, answering questions on housing, majors and campus life.
- Coordinate check-in for 6 open house events a year, managing 400+ guest registrations in Slate.
- Contact 200 admitted students each spring by phone and text, logging replies that feed the yield report.

Camp Counselor (Seasonal)

06/2023 - 08/2024

Bluegrass Youth Day Camp

Lexington, KY

Summer day camp for children ages 6 to 12.

- Supervised groups of 12 campers ages 8 to 11 across 2 summers with zero safety incidents.
- Planned and led 40+ outdoor games and craft sessions, adjusting plans for weather and group size.
- Updated parents at pickup on each child's day and resolved 3 to 4 concerns a week with the camp director.
- Tracked daily attendance and medication forms in Microsoft Office, with no missing records at the state inspection.

EDUCATION

Bachelor of Arts

University of Kentucky

Communication

Lexington, KY

05/2027

CERTIFICATES

Adult and Pediatric First Aid/CPR/AED

05/2023

American Red Cross