# Michiko Ozu

Brooklyn, NY

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**Objective:** To obtain a freelance position that can utilizes my skills, knowledge and experiences.

**Education**

Bachelor of Science in Applied Psychology May 2008 New York University, New York

Achievements: Honors Scholar, Founder’s Award, Dean’s list, Magna Cum Laude

**Skills:**

Proficient with Windows Operating Systems, MacOS, MS Word, Excel, Outlook, Internet and Adobe tools. Trilingual, flexible, excellent analytical, problem solving, research skills. Creative quick learner with strong work ethics.

### Experience

June 2014 – February 1, 2019 Mayor’s Office of Contract Services New York, New York

**Analyst**

* Reviewed enrollments and applications from vendors who want to do business with the City of New York
* Analyzed attachments, tax filings and litigation documents for sufficient information
* Identified errors and deficiencies on submissions
* Assisted vendors with completing their enrollments and applications through email communications
* Clarified application materials to vendors
* Reviewed account requests from vendors by verifying the entity’s EIN through the IRS, legal name and owner’s information.
* Researched vendors by utilizing the internet and news articles
* Accepted and Rejected account requests.
* Answered emails (“tickets”) and provided customer support to vendors who need help with using the online procurement systems
* Created an offline system using the combination of MS Outlook and Excel to track incoming tickets from vendors, the types of tickets and number of answered tickets per day
* Reported on the statistics of tickets using information extracted from the offline system
* Communicated with team members regarding vendors’ submissions
* Input information from submitted packages into the VENDEX system
* Informed Vendors to update their account
* Attended bi-weekly team meetings

February 2007 – May 2008 New York University Steinhardt School New York, New York

**Research Assistant**

* Studied and critique literature for the emotional intelligence and spirituality study
* Assisted professors in creating and editing the research protocol that consisted of both open and close-ended questions used to assess personality traits, spirituality involvement, and emotional health
* Researched emotional intelligence, spirituality, and personality factors among children and the adolescent population
* Developed many annotated bibliographies from psychological research literature
* Prepared Institutional Review Board (IRB) applications with professors
* Transcribed interviews from different cassette tapes into MS documents for research on Cuban refugees
* Entered survey data that examines the experiences of Cuban refugees into MS Excel
* Participated in regular team meetings

September 2007 – May 2008 New York University Stern School of Business New York, New York

**Research Assistant**

* Wrote literature reviews on common mistake in decision making studies
* Performed data entry for research on Zagat restaurant ratings and for different management studies.
* Reviewed and identified errors in drafts for unpublished empirical studies.