



SERENITY LO

CONTACT

(515) 371 2871

SL.SERENITYLO@GMAIL.COM

SERENITY.LO@DRAKE.EDUU

WWW.LINKEDIN.COM/IN/SERENITY-LO

EDUCATION

DRAKE UNIVERSITY

B.A.J.M.C. MULTIMEDIA JOURNALISM

B.A.S. INTERNATIONAL RELATIONS

DES MOINES AREA COMMUNITY COLLEGE

AUG. 2020 - MAY 2021

SKILLS

- » ADOBE CREATIVE CLOUD PROGRAMS
- » MICROSOFT OFFICE
- » SOCIAL MEDIA & CONTENT OPTIMIZATION
- » COMMUNICATING
- » ORGANIZING & PLANNING
- » DESIGN
- » NEWS WRITING
- » ADAPTABILITY
- » RESEARCHING

EXPERIENCE

Central Iowa Workforce Development

COMMUNICATIONS INTERN

Jan 2024 - current

- » Troubleshoot technological issues
- » Conduct interviews with various branches and organizations
- » Analyze and communicate data
- » Rework web design and communication materials
- » Work with Canva to create posters, fliers, and social media posts
- » Communicated with various parties regarding important events and meetings

Drake University, DES MOINES, IA

ASIAN STUDENT UNION FOUNDING MEMBER

Jan 2022 - current

- » Examine campus API issues and solutions
- » Event Planning
- » Reach out to local businesses and organizations
- » Talk with API students about mental health, daily struggles, and reaching out
- » Work with Canva to create posters, fliers, and social media posts
- » Research global API issues

Drake University, DES MOINES, IA

BRAIN TRUST

Jan - June 2023

- » Discuss issues and potential solutions on both a campus and global scale
- » Engage in healthy debate
- » Continuous research on relevant topics
- » Converse with students from different backgrounds and experiences

Pho Shobu, WEST DES MOINES, IA

MANAGER

Dec. 2017 - current

- » Collaborate with peers to ensure best customer service
- » Coordinate task delegation
- » Train incoming employees
- » Converse with customers from different demographics
- » Cover for employees unable to make their shift
- » Resolve conflict
- » Assist with technological difficulties
- » Redesign and update the website and menu

LANGUAGES

TAIDAM

KOREAN

LAO

MANDARIN

THAI

English