**Crystal Khoo Jia Yie**

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**Profile**

A recent Malaysian undergraduate student progressing to Year 2 with a degree in Psychology. Established research conducting skills in school projects independently and as a team using IBM SPSS Statistics. Developed good verbal and written communication skills in previous work experience and school projects. Passionate about working with international companies and conducting marketing research.

**Education**

**September 2020 – present Bachelor in Psychology University of Reading Malaysia**

* **Module relevant**: Introduction to Psychological Research – Demonstrated the skills of conducting quantitative and qualitative research, completing final lab report.
* Conducted 1 quantitative research and 1 qualitative research independently, conducted 1 quantitative research as a team.
* **Module relevant**: Applied and Professional Psychology – Facilitated team discussion and established the skills of providing weekly feedbacks to every member based on observation throughout the discussion.
* **Module relevant**: Psychology in the Workplace – Learned about the way of communication, efficient teamwork and team psychological safety in a workplace.

**April 2019 – March 2020 Foundation in Business University of Reading Malaysia**

**A-Levels** – Mathematics for Finance, Economics and Business (A), International English A (B), Psychology (A), Academic Skills (A)

**January 2013 – October 2018 Secondary school level Foon Yew High School**

**UEC** – English Language (A), Chinese Language(B), Malay Language (A), Advanced Mathematics (I) (C), Biology (C), Chemistry (C), Physics (C)

**SPM** – Bahasa Inggeris (B), Bahasa Cina (B), Bahasa Melayu (C), English Language – 1119 (C), Pendidikan Moral (B), Sejarah (C), Mathematics (B), Additional Mathematics (E), Physics (D), Chemistry (E), Biology (D)

**Work Experience**

**Part-time job**

**January 2020 – March 2020 CHATTO Handcrafted Tea Bar Tea Barista**

* Planned ingredients thoroughly in accordance before taking the initial step to make the tea in case of making errors.
* Developed strong team working skills by working flexibly in a team of 3 people to cover the check-out, maintaining stock levels and preparing tea.
* Performed calmly under a tense situation where plenty of orders were coming in.
* Established good verbal communication skills with colleagues in workplace.

**Online Voluntary Experience**

**June 2021 – Present 7 Cups Listener**

* Obtained active listening skills by summarising what people had said in a succinct way.
* Developed excellent written communication skills with different emotional people through the platform.

**Leadership Positions**

* Led a team of 6 person successfully in the MPU Project – Co-Curriculum, at University of Reading Malaysia.
* Arranged tasks to each member and set timeline for each ongoing progress.
* Held meetings weekly to make sure everyone was clear with their specific roles and tasks.

**Positions of Responsibility**

* Teamwork in dance club and attained achievements such as dance performances at Prom Night, Halloween Night at University of Reading Malaysia.

**Additional skills**

* IT skills – Power Point, Word, Excel, Google Slide, Google Docs, IBM SPSS Statistics
* Creativity – Photo and video editing, designing poster and advertisement
* Language skills – Chinese (advanced), Malay (beginner)

References available on request